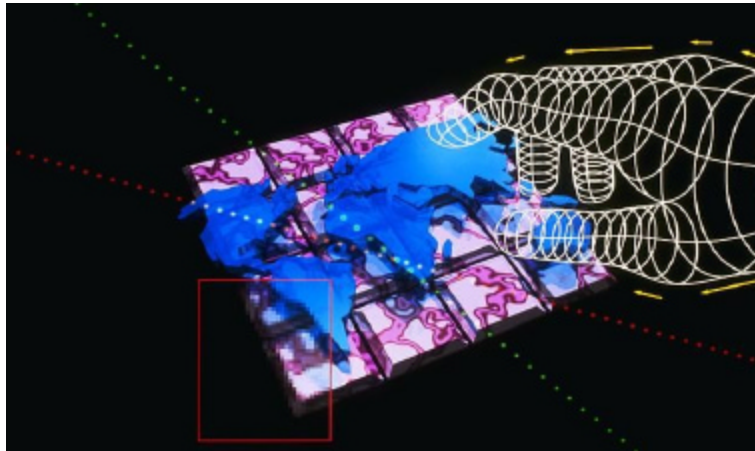


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**SURVEY AND ANALYSIS OF WEBSITES  
ABOUT VIOLENCE IN COLOMBIA**

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## **EXECUTIVE SUMMARY**

### **Introduction**

The Internet is a valuable resource for those who need quick results in accessing desired information. Its speed, immediacy, and ease of navigation make it possible to obtain information usable by various sectors of the public with different interests.

It is thus a resource available to anyone whatsoever, with content on a variety of subjects. Health, since it is a conditioning factor that affects the full development of human beings, is a subject of great interest and a source for information from a wide variety of perspectives.

Accordingly, the subject of violence, as a conditioning factor of deterioration in public health of populations, occupies a significant place for the specific case of Colombia, since its incidence and prevalence notably affect health and the economic and social development of the country.

In Colombia, as a result of the development of the Virtual Health Library, it has been possible to identify numerous information sources in the field of violence, that involve various perspectives on the public health problems that the country is now experiencing. The Documentation and Communication Center of PAHO in Colombia has created a bibliographic database on the subject of Violence, that compiles, analyzes, and processes documents from different sources, making use of methodologies that permit standardization of the records to facilitate later retrieval. This database—the only one of its kind—has become a valuable source of information for decision-making by investigators and policy-makers, as demonstrated by user consultations and user comments.

Nevertheless, there are no instruments or tools available to help in refining the information available on the different sites.

This circumstance, this lack of tools, is the reason for carrying out this study, that aims at achieving two interlinked purposes. These are, on one hand, to make an analysis of certain quality criteria for information available on the Internet on a concrete public health topic for a Latin American country, such as that of violence in Colombia; and on the other hand, to propose alternatives for research and development aimed at improvement of Internet products.

## **The Problem:**

The first issue that arises in this study is how to locate the information. What does the user find when he or she goes to an information search engine such as Google, Altavista, or Lycos and searches for: *violencia y salud en Colombia?*

Once the information is found, a second problem emerges: how to give it credibility? Or in other words: what should be analyzed to provide credibility, to evaluate the quality of a website? One should emphasize usefulness or lack of usefulness, understanding or lack of understanding, ease or difficulty of searching, and quality of information on the web sites on a specific subject. In this study—as a first approximation—the methodology utilized singles out three fundamental aspects: first, form; second, content; and third, site navigation and impact. Within each of these a set of criteria is presented to make it possible to describe the quality of Internet information.

The reason why the subject of *Violence in Colombia* was chosen is that according to the National Institute of Public Health of Colombia, violence is the principal public health problem of the country.<sup>1</sup> Likewise, the report on Human Development in Colombia of the United Nations Development Program (UNDP) concentrates on the subject matter of Armed Conflict, as the principal obstacle to human development of Colombians, since it results in thousands of premature deaths every year.<sup>2</sup> In addition, Valle University reports that “Colombia is responsible for 30% of the deaths that occur in Latin America”<sup>3</sup>. For this reason experts consider violence to be a preventable disease that has reached the level of an epidemic....

### **Specific objectives**

As stated above, the project has the objective of demonstrating a methodology for study of quality of information on websites in Spanish that deal with a specific health subject, specifically, violence in one country of the Region: Colombia.

This leads to several specific objectives for the project:

1. Demonstrate a methodology for analysis of health websites, making use of a vital health subject in a country in the Region. For this purpose, the project turned to methodologies used by the Health Information Technology Institute (HITI) of Mitretek Systems,<sup>4</sup> which provide quality criteria for

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<sup>1</sup> National Institute of Public Health. <http://www.ins.gov.co>

<sup>2</sup> United Nations Development Program – UNDP. <http://www.pnud.org>

<sup>3</sup> University Agency for Scientific Journalism. AUPEC. Universidad del Valle <http://aupec.univalle.edu.co>

<sup>4</sup> Criteria for Assessing the Quality of Health Information on the Internet. 14 October 1997. <http://www.mitretek.org/hiti/showcase/documents/criteria.html>

analysis of health sites from the standpoint of supply, and the Gateway to Development Information (ELDIS)<sup>5</sup>, for the demand for information.

2. Select a given number of sites that constitute a representative sample of websites dealing with the subject matter in question.
3. Prepare a mapping of websites that deal with the subject of violence in Colombia and have content that has an impact on any of three dimensions, namely: research, human resources education, and decision-making.
4. Analyze criteria for quality of the information found, to help in refining the available information.
5. Carry out cross-tabulations of the results of the investigation, showing the quality of information offered from different perspectives, such as topics covered, resources and services, and interactivity.
6. Reflect intersectoral work on a public health problem. Show how information determines public policies on the subject of violence.
7. Consider this study as an exercise, as a trial carried out on a priority public health topic in a country of Latin America, in order to implement it in other countries of Latin America and the Caribbean, on their own priority public health topics, and even to think about doing it comparatively among several countries in certain subject matters, so that the studies serve for exchange and mutual growth of information offered on the Internet.
8. Take into account the elements of analyses presented to subsequently design a strategy for useful and quality Internet communication.

## **Survey**

The information survey is based on an instrument for analysis of each site, designed for this purpose and attached to this document as Annex 1.

This instrument is adapted to the specific needs of the study and consists of three fundamental parts: identification of the site, content, and navigability. The instrument is the parameter on which the study of the sites is based, so that there is a common denominator and that no specific elements are excluded, such as: currency, presentation of content, audience, effectiveness of search engine, etc.

Thus, the instrument was used for each site, filling in each of the spaces for the different items of analysis. The instrument is filled in beginning with identification

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<sup>5</sup> User Survey Key Findings of A Survey Conducted in August-September 2002, January 2003 [www.eldis.org](http://www.eldis.org)

of the source, that is the website, the institution or organization to which the site belongs, and the type or character of the institution or organization.

The survey was completed for 41 sites that make up the sample for this analysis. The selection of this sample of websites dealing with the topic of violence in Colombia was based on the following specifications:

- To start with, the Virtual Health Library module on Colombia has a link to *Links of National Interest* which includes 71 institutions. Of those institutions, 20 were chosen that deal with the topic of violence from different perspectives. That is, these 20 institutions were sure of inclusion as part of the sample for this study.
- Secondly, consideration was given to the results of searches in the recognized search engines Lycos, Google, and Altavista. Thus, searching for the topic "*Salud Violencia Colombia*" produced 50,700 results in Google, 28,951 in Altavista, and 88,542 in Lycos. This gives an average of 56,064 search results.
- From those approximately 56,064 results, those pointing to pages on the 20 websites already selected were excluded. Thus, the results were reduced to 20%. That is, approximately 11,200 remained.
- Of this remaining 20%, sites were sought that had institutions of the country itself as their source, that is, Colombian sites. These were approximately a sixth, that is, 1,866 results.

However, sites from international sources and one press site (the Miami Herald) were excluded by this criterion, but were also taken into account for the analysis. The exception for the press site is because news is information that comes from the country of origin, but corresponds to a different viewpoint: it shows how the subject matter is presented to a public living outside Colombia. It was considered that this newspaper constitutes an important source of information for Latin Americans living in the USA, and above all for Colombians who have emigrated from the country because of violence.

- Of these search engine results, six tenths were from the Pan American Health Organization (PAHO). But PAHO was excluded from the study, since the aim of PAHO was to carry out this analysis on websites of other institutions. As a result, the number of results was further reduced to 746.

- Then the results from the three search engines were cross-tabulated with the institutions providing the information. In addition, sites of diverse nature were included: governmental, academic, research groups, NGOs, advocacy groups, press, and international. This cross-tabulation results in 21 institutions common to the results, in addition to the 20 already selected, for a total of 41 institutions.
- It is useful to make clear that sites attributed to those defending the positions of those involved in the Colombian conflict, such as those of insurgent and/or self-defense groups, were excluded from this sample.

The sample of the 41 institutions studied, that is, the *List of Institutions*, is found in Annex 2 of this document.

The results of the survey carried out of those 41 websites are shown in figure 1, called *Tabulated Survey* (Annex 3), that allows a view of all the information found.

After completing the survey, cross-tabulations of information were carried out for analysis and study of specific situations, for example, the reliability and presentation of information found on all the sites or the governmental sites or research center sites, for example.

### **Quality criteria utilized in analysis of the websites:**

The quality criteria used include the items that should be taken into account to study the quality of the website from various perspectives. According to this exercise carried out for websites dealing with the theme of violence in Colombia, these are divided into five major categories, as follows:

1. **Source:** this includes three categories:
  - a. Identification
  - b. Character
  - c. Audience

**Source:** this is the first criterion of quality. This is how the website that is going to be studied is **identified**, the name of which governs the information that is going to be analyzed. In addition to its identification, the source should be classified according to set parameters for the type or **character of the institution**, so that it is known whether the site is sponsored by:

- C1→Government agency
- C2→Academic institution
- C3→Research group
- C4→NGO

C5→Advocacy group

C6→Press

C7→International institution (outside Colombia).

In addition, everything depends on the interest of the person carrying out a search, since he or she will find a certain kind of information in each one of these categories.

The credibility that a research center website has is different than that of an NGO. This depends—as was already noted—on the interest or the need of the user, just as there are differences among different publics, who may or may not be making decisions: for example, a housewife, a mayor, an alderman, or an investigator can make decisions or not on the basis of the information found. The user's interest will lead him or her to a governmental site, to a research center site, or a press site, that in turn may contain a news item, an opinion column, or an editorial, to supply information for a decision he or she may take.

The list of 41 institutions that are responsible for or sponsor the sites studied was the result of a selection that followed certain parameters already described. Nevertheless, it is worthwhile to ask to what publics those sites are directed, whether they are directed to one type of public or to several, and what kind of users would be interested in the information on the site?

Thus, under the category of the source the study also considers **the audience**, that is, the public to which the website is directed. These categories are not mutually exclusive, since information can be directed to several publics that may intersect, depending – as was said - on the interest. These publics include:

S1→Public sector decision-makers

S2→Private sector

S3→Health professionals

S4→Other professionals

S5→General public

S6→Other

The credibility offered by a site aimed at the general public is not the same as one aimed at health professionals, for example.

The sector of public decision makers is where one finds policy-makers: civil servants who work in the ministries, secretariats, and presidency; lawmakers; aldermen; etc.

In the private sector, one finds private employees working in different nonofficial areas such as private-sector workers in industry, commerce, and construction, among others.

Among health professionals, there are administrators of hospitals, clinics, and health care centers; physicians, nurses, bacteriologists, workers for health care provider companies, and others whose work is linked to the health sector.

Among other professionals there are lawyers, engineers, economists, financiers, company administrators, and other professionals whose work is not linked to the health sector.

Among the general public, there are housewives and the entire public in general terms, that is usually considered the public to which the communications media addresses its messages.

Other includes specific publics to which information is directed, such as students, trade unionists, or a population with defined characteristics such as displaced persons, among others.

As already noted, these sectors of the public are not exclusive; they can intersect. And there can exist a site that serves several different audiences.

2. **Form:** The first thing that catches a user's attention when the user looks at a web site is its **form**, its design. This is its page layout, its site map, its logical design, its architecture. This is the effort for the site to provide quality, usefulness, and impact and for it to make the impression necessary to captivate its audience or not. In this regard, among the criteria for form is the page visualization, that is:

F1→Text only

F2→Images only

F3→Text and images

F4→Multimedia resources.

3. **Content:** This is the essence of this analysis. Evaluating the quality of content involves six items of analysis:
  - a. Reliability
  - b. Interactivity
  - c. Resources
  - d. Language

- e. Updating
- f. Presentation

The **content** of information is the most obvious of all the quality criteria. It can be said that this is the essence of this study and that it includes the products and services that the site offers.

What are the parameters used to study the veracity of the content?

In the first place, by the **reliability** of the information. That is, the possibility of offering the user tools that allow him or her to infer that what it is being affirmed on the site is true. Reliability is based on evidence and on verification of the content. In other words, it is the line of argument given to back up the content. How does the site validate that veracity? By means of tools that provide justification such as:

- A1→Citations
- A2→Quotations
- A3→Reference to original sources
- A4→Bibliography
- A5→Use of figures, tables, photographs
- A6→Reference to other websites
- A7→Other

The citations should be complete and, if the content is not original, there should be references to the original sources, to other websites, bibliographic references, or references to an expert, whose credentials are identified and for whom contact information is provided.

Secondly, there are **resources** offered such as:

- R1→Databases
- R2→Specialized bulletins

The fact that the user has the possibility of access to databases and/or to specialized bulletins can be taken as an indicator of the credibility of the information and that its selection can be regarded as serious, disciplined, and as the product of an editorial review process used by the institution in publishing the information.

Thirdly, complementary to the previous points--and not less important-- is **interaction** with the user. It can be said that interactivity is the essence of websites. In contrast with other media, websites offer their resources or services immediately--or almost immediately--from any location on the

planet. As a result, the user communicates with the institution, with the one responsible for the information, with whoever is behind the site.

Within interactivity are included:

- R3→Questions, observations, suggestions
- R4→Information on e-mail and/or on the webmaster
- R5→Forums for discussion
- R6→Supply of services (photocopies, publications, books, etc.)
- R7→Sections available by subscription
- R8→Others

All these are tools that add quality to the site; the sites offer these options so that the user can satisfy his or her search and can also follow up; the absence of these tools can cause the quality of the site to be questioned because of its anonymity.

Fourthly, it is worth noting the kind of **language** used and the level of education required to understand the information. If mass media are used for information dissemination, the content should be able to be read and understood by those who access the sites. In this case, the quality criteria are studied in two respects. The first is from the supply side, that is, the readability of the language used, or the ease or difficulty of the language used in the content, from the point of view of the user's understanding. Thus, the following are considered the options for readability of the language used:

- L1→General public
- L2→Specialized language
- L3→Confused language
- L4→Inaccessible (Unreadable)

And from the demand side, considering the minimum level of education required from the user to understand the site's content:

- N1→Middle school (between 6th and 8th grades)
- N2→High school (between 9th and 11th grades)
- N3→University
- N4→Graduate-level

It might seem that these two points were in fact only one. But that is not the case. One is from the standpoint of what the site offers, and the other is from the perspective of the user who is seeking the information. Thus it

could be thought that a high school student does not have the background necessary to understand content written in confused language.

The fifth quality criterion for content is the **updating** of content. If there is no information in this regard, there is the risk that the site is outdated. But it can also happen that the site does represent the state of the art and that there is no more information available on the subject; that is, there is no new information generated by those who study that subject.

For this study, evaluating site updating was carried out by seeking the information referring to the dates sites were last updated and the dates they were last reviewed. Some sites do not explicitly note this. In such cases, reference was made to the dates of publication of the content to evaluate updating. Still, there were some cases in which this information was not available.

Based on those results, for tabulating the survey the following categories were established to evaluate updating:

YES→The site is up-to-date

No→The site is not up-to-date

DK→Unknown or no data

Finally, with regard to content, is the **presentation** of those contents by the site. The existence of an index helps with searching; a summary provides material for getting a rough idea of the contents; the full text makes it possible to obtain information in depth, because it completes the requirements of the search.

P1→Index

P2→Full text

P3→Summaries

4. **Navigability: Navigability** refers to the possibility of going to other external and internal parts of the website. Difficult navigability, that is very slow or goes to a location that was not requested, or that does not contain the expected information, reduces the credibility of a site. Thus one should evaluate the ease or difficulty of navigation, and whether the search engine leads to the location requested or not, as quality criteria.

Access to information:

D1→Easy (up to 3 clicks)

D2→Difficult (between 4 and 5 clicks)

D3→Very difficult (more than 5 clicks)

It is considered that a website should provide the possibility of reaching the desired information with a maximum of three clicks, since if this does not happen, there is the risk that the visitor will leave the site. Thus, there are site tools that help in searching: an information guide, windows that open when the mouse pointer comes closer to a box, to show what it contains, the site map that aids in orientation, a classification of subject matter, etc. The difficulty is considered greater if visitors have to make more than three clicks to get to the information they are seeking.

This criterion also includes the effectiveness of the search engine. In a sense there is a search engine internal to a page and another that is external (visible). The internal one is found on any page with a link; it is used when the visitor clicks on the corresponding link; the engine immediately sends the visitor to that location. The external search is the one that may appear on the page represented with a magnifying glass and provides blank space for writing in the word(s) to be used for the search. This is considered a valuable tool for searching for information and is considered ideal for navigability for a site.

The following options are used to categorize the search engine:

M1→Leads to the requested location

M2→Leads to a different location

M3→Information is not found

It is worthwhile to note that navigability of a site is also related to the cost of the site; that is, it depends on the financial resources available, since having a fast and effective server is expensive.

5. **Impact:** These quality criteria are concerned with evaluating whether the content is really directed for use by a specific public and for a specific purpose. This is to evaluate the full impression the site leaves on the visitor, and how it allows itself to be used for specific activities such as research, human resources education, and formulation of health policy, concretely about violence in its different aspects as a public health problem in Colombia. Or if, on the contrary, it has no impact for use in some of these directions.

Thus, the possible **impact** of the sites is classified as follow:

I1→Impact on research

I2→Impact on teaching and human resources development

I3→Impact on policy-making in health

I4→Lacks impact

## Analysis of the information

All the analysis for the survey is consolidated in the graphic **Survey Tabulation**, included in Annex 3. This figure allows visualization of all the recorded information, making use of the colors of a traffic light. Thus, green symbolizes the highest quality, light green means good quality, yellow average quality, and red deficient in quality.

On this figure one can see:

1. The **character of the source** of information. This criterion makes it possible to identify whether the site is provided by a governmental entity, an academic institution, research center, NGO, advocacy group, the press, or an international agency or network. Since this is a criterion for identification, the color qualification does not apply; the information is just presented as it is.

It is useful to take into account that all the centers and research groups are affiliated with universities and for that reason fall under two classifications: both research center and academic. Thus, the Center for Social Studies (CES), the Research Center for Development (ICD), and the Institute for Policy Studies and International Relations (IEPRI) are affiliated with the National University; the Center for Socioeconomic Research and Documentation (CIDSE), the Institute for Research and Development in Prevention of Violence and Promotion of Social Harmony (CISALVA), and the Center for Research in Psychology, Cognition and Culture are all affiliated with Valle University; and the Center for Socio-Juridical Research (CIJUS) is affiliated with the University of the Andes. Moreover, the University Agency for Scientific Journalism (AUPEC) is affiliated with Valle University and is therefore classified both under press and as an academic institution.

It first appeared that the Center for Popular Research and Education (CINEP) was a research center, but in fact it is an NGO, according to what is said on its website about its mission and objectives.

2. The **audience** to which the information is directed. Beginning here, the color differentiation in the figure can be observed. Since this is an analysis within the theme of information for decision-making, the color code is green if the information is aimed at public sector decision-makers in the case of a site relevant to the subject matter. If the audience is the private sector, health professionals, other professionals, and the general public, the audience is fairly significant, and the color coding is light green. If the site is

aimed at another sector of the public, such as trade unionists, students, or another population with specified characteristics, its importance for the general theme of this study is smaller, and the color coding is yellow. The survey shows that 80% of the information studied is of interest to public sector decision-makers in terms of its content. This is not an isolated audience but one also shared with other groups, since these are public documents that can be accessed by anyone.

For example, the *National Institute of Health (INS)* and the *United Nations Development Program (UNDP)* have content directed to all kinds of audiences, while the website of the *Colombian Institute of Family Welfare (ICBF)*, is only directed to the general public.

3. The **format of the website**. If the site is only text (yellow), its quality is considered less than if it includes both text and images (light green), and its quality is considered highest if it uses multimedia (green). The preponderance in the figure of light green shows that in this category of analysis sites that combine images with text are most common, which favors quality. However, higher quality would be obtained through optimal use of multimedia resources. In this regard, the website of the organization *Haz Paz*, devoted exclusively to the theme of domestic violence, provides for viewing of videos on preventing this violence, as well as advertisements that daily appear on television. In contrast, the press page of the *Health Colombia Website* has only text, which deprives its content of visualization and dynamism.
4. The **subject**. Since this deals with an identification, it does not allow classification by quality, and is therefore not color-coded. Violence is the common element in domestic violence, common crime, armed conflict, terrorism, in human rights and international humanitarian law, and in displacement. Among other topics found on these sites were drug traffic, rural and urban violence, juvenile violence, conflict resolution, but these were not preponderant. They were found on the sites studied and were classified as other.

Similarly, these categories are not mutually exclusive, since it is possible for a site to deal with violence under several themes. Thus, for example, the *Office of the People's Advocate* deals with all the subjects. In contrast, the *National Plan for Alternative Development (PLANTE)* does not deal with any of the subjects considered basic for this study; within the topic of violence it deals above all with the drug traffic, classified in this study as other.

5. The **reliability** of the information. If the information on the site is based on citations, mentions the original sources, provides bibliography, and refers to

other websites, its quality in terms of reliability and/or presentation of its arguments is considered optimal and coded green. If the site uses graphic aids, tables, photographs or other aids not on the web to support its arguments, it can be said that it is reliable and is coded light green. If it only uses quotations, its reliability is considered less. That is, the more supporting material the site has to show its veracity, provide evidence, and verify its contents, the better. This is the case, for example, with information provided by the *World Bank*, supported by all these elements of reliability. It is useful to note that the kind of supporting evidence used most frequently on the sites studied about the topic of violence in Colombia is graphic aids and/or photographs, together with references to other websites. However, the *Javerian University Medical School* uses a particular kind of support such as technical research files, classified as other.

6. For **content presentation** the traffic light color code is shown differently, that is, horizontally. If the content includes an index, full text, and summary, the quality of the source is considered to be at the highest level (green). If two of these elements are present, the quality level is good (light green); if only one element is present, the quality declines (yellow). Looking at the figure, it is evident that there is a gap in the cases in red, as is the case with the *Ministry of Social Protection* (Health and Work) or the *National Institute of Health (INS)*. However, what happened in these two cases is that it was not possible to get into the library, and the bulletins lack search engines to facilitate finding information related to violence; thus it was not possible to access the content; accordingly, they do not qualify on content presentation; the other qualifications tabulated for these two institutions are based on research found on the theme. As ideal sites that present the three types of content one can cite the advocacy group *Haz Paz*, the *Ministry of National Defense* and the *Institute of Forensic Medicine*, among others.
7. With regard to **accessibility of language**, if the content is readable for the general public, it is considered much better and coded green, since it fully meets the objective of reaching the recipient of the information. If the site's language is specialized, this rating is lower (light green). If the language is confused or inaccessible, it does not meet the objective at all (yellow and red, respectively).

As can be seen in the graphical representation of the survey, it was found that the sites take great care in making themselves accessible to the public. None of the content dealing with violence in Colombia was in confused or unreadable language; on the contrary, 71% of the sites had language is accessible to the general public and 34% had specialized language, which permits a good quality rating for the sites studied in this aspect of quality.

8. Similar criteria were used with respect to the **minimum level of education required to understand the information**. Thus, if the level necessary is that of middle school (green), it is understood that the content is understandable for the entire recipient public; if the information requires high school level, it is still accessible (light green); if the required level is university, comprehension of the content is difficult (yellow). If graduate-level is required, the difficulty is greater (red).

As noted, there was no site with contents exclusively for a graduate level audience. On the contrary, 44% of the sites only require a minimum education level of middle school (between 6th and 8th grades) to understand the content; 34% require a minimum level of high school (between 9th and 11th grades) and just 17% require university studies as the minimum level of education needed to succeed in understanding the content. This shows the possibility of a greater access to information on violence in Colombia for a large number of users that require only secondary school to understand the content.

9. The **currency** of the content is shown in the same way. The information can be up-to-date (green), it can be unknown whether it is up-to-date or not (yellow), or it can be outdated (red).

As previously noted, in cases where this information was not provided in this respect, the date of the content was sought out to verify the extent to which it was up-to-date.

However, lack of information is very high for this criterion, since it is unknown for 18 of the 41 sites (44%), and known only for 49%, that is, in 20 of the sites, by referring to the content rather than because the date last updated appeared on these sites.

10. With regard to the **resources, services, and interactivity of the site**, the pattern described above for content presentation (Number 6) is used again, since the color visualization is horizontal, varying by the quantity of resources offered by the website.

The existence of a database adds to the information. When a site has seven of the resources, it is considered a highly recursive and interactive site and coded green. If there are three or four resources, it is considered a good quality site (light green); if there are only two resources or only one, the quality is reduced, and the site is coded yellow or light yellow. If it has no such resources, as is the case with the organization *Conpaz*, it is considered lacking in resources and interactivity and coded red.

Here it is useful to note that it was not possible to access the database of the *Ministry of Social Protection* (Health and Work); however, it is counted as existing. In addition, one should stress that the database, or better, the information system of National Defense (SIDEN) on the site of the *Ministry of Defense* is an optimal information resource. It is a very highly recommended resource to have on websites; however, it is referenced on the sites of only eight institutions.

In general, the most common interactive resource is that of providing e-mail, available for 31 institutions (76%) in the sample, that allows the user to contact the person responsible for the site or of document in question, at any time and from any place.

The least common interactive resource is that of discussion forums (R5), found on four governmental sites: the *Network of Solidarity*, the *Ministry of the Interior*, the *National Institute of Forensic Medicine* and the *Office of the People's Advocate*. This is a resource very much used on the internet for informal subjects; but that has been little used for science and technology. In fact major advantages could be derived from this kind of resource, in that users can interact with those responsible for information, participate in hearings, teach, and provide instruction. Thus it would be useful for its use as an interactive tool to be increased. One might think that this resource could be replaced by that referring to questions, observations and suggestions (R3), observed in the survey for 16 institutions (equivalent to 36%). That category ranks second among resources used and permits feedback from the originator or the person responsible for the site or the information.

In addition, it is useful to note the "other" category (found on 7 sites, equivalent to 17%), since this includes surveys, virtual courses, and one special case - used by the Colombian Institute of Family Welfare (ICBF) for reporting abuse and/or domestic violence, guaranteeing anonymity. Or the one used by the Institute of Forensic Medicine to rate or annotate documents, or inviting visitors to send documents to be published on the site after they are approved by the editorial board of the institution. In addition, the Consultancy for Human Rights (CODHES) provides presentations and results from the Information System on Forced Displacement (SISDES) from 34 recognized newspapers of the country on matters having to do with displacement, displaced persons, and human rights, contrasted with information received from various other sources consulted.

11. With regard to navigability, **easy access to the information**, quality is rated according to the degree of difficulty. Easy is coded green, difficult is coded yellow, and very difficult is coded red.

It is clear that no website surveyed was impossible to access. It is true that during the study information on several of them was lost because the site could not be entered. But, for the effects of this analysis these could not be tabulated, because the material was not available. As a result it was not relevant for analyzing the quality of the content for decision-making.

In general, the survey results show that 35 sites (85%) are easy to access. The sites provide tools so that the user is able to find information with less than three clicks. This means that these portal sites take great care to support the visitor so that he or she stays on the site. The visitor consults the site, since facilities are provided for getting the information.

12. The criterion for the **effectiveness of the search engine** is rated in the same way as the previous criterion. The code is green if the search effectively leads to the desired result. The code is yellow if it leads to another location. If the information is not found, it is coded red for low quality.

What was said for the previous criterion also applies for this one. In addition, as already noted, navigability of a site is a criterion related to quality, but that also varies with the availability of financial resources. One might consider this difficulty when navigating the sites of the *Ministry of Social Protection (Health and work)* and the *National Institute of Health (INS)*. These did not lead to the location requested, even though they were sites with very broad results from the Lycos, Altavista and Google search engines, but including ones with contents that could not be accessed. The contrary was the case for the site of the *Ministry of National Defense* and its Information System (SIDEN), that showed ideal navigability that was both fast and efficient.

Furthermore, the internal search engine (links) on the majority of the sites studied leads to the requested links. This is the case for 38 institutions (93%). However, one should note that there are three possibilities for a site; a link may lead to the location requested, may lead somewhere else, or may return no information. This is true for the sites of the *Presidency of the Republic* and the *Center for Popular Research and Education (CINEP)* that at some times were effective and at other times not. Also, these problems show up for sites under construction or being restructured, such as that of the Ministry of Justice.

Another phenomenon that happens with this criterion is the absence, on several of the sites studied, of any external search engine, that is, a search with space to enter words to search for. These include the sites of the *Presidency of the Republic* and the *National Institute of Health (INS)*. The latter site has informative bulletins, but since it lacks a search engine, one must review very bulletin to find a subject. As an example of a site with an ideal search engine, fast, effective, and with visible results, one can mention the site of *Revista Cambio*.

13. Finally, with respect to **impact** on the areas of research, teaching and human resources development, and policy-making in health, the traffic light model shows green if there is impact on some of the areas or red if there is no impact.

The visualization of the survey shows a broad impact of the sites on decision-making, with a percentage greater than 70%, which is very significant. It is important to single out the site of the Ministry of Defense as very useful for this objective, since it includes a diversity of subjects, content, and documents. It even has a broad range of press, with headlines, summaries, and radio news.

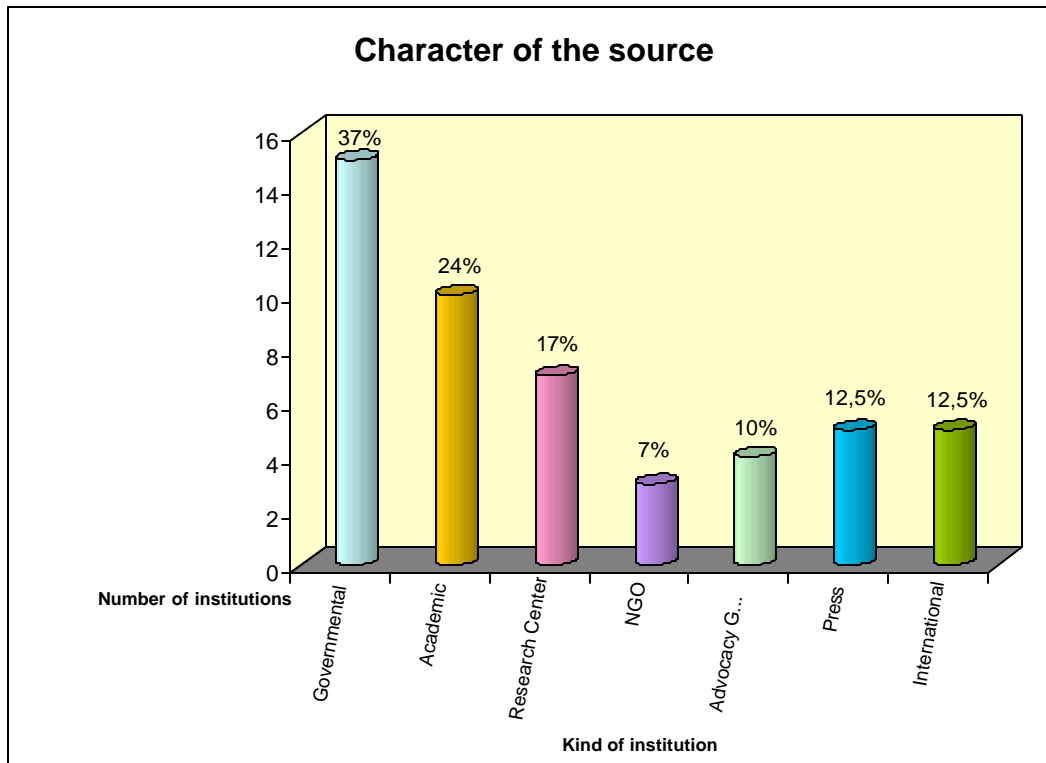
Really, one can say that there is a wealth of information on these sites about violence in Colombia, for decision-making from the various standpoints required for decisions. Policy-makers and health administrators, and others making decisions on this public health topics, have a high-quality and useful tool for this purpose in internet information.

It is important to stress that in this survey and its visualization, there are items included that are not mutually exclusive, that is, several options may be selected within a single category of analysis. Thus, a site may deal with all the subjects related to violence and present its content in various forms. In a search for information at times the search engine leads efficiently to the location requested and at other times does not; as a result both options should be selected.

It is also important to note the experience gained in analyzing press sites. If one looks comparatively at the results on the quality of information collected on the press sites studied, there are not significant differences, since they use similar parameters for quality. The press analysis should use methodologies that allow analysis of the quality of the content. In this regard the site of the Ministry of Defense is noteworthy, since it has a broad repertory of press, including headlines, summaries and, even radio news.

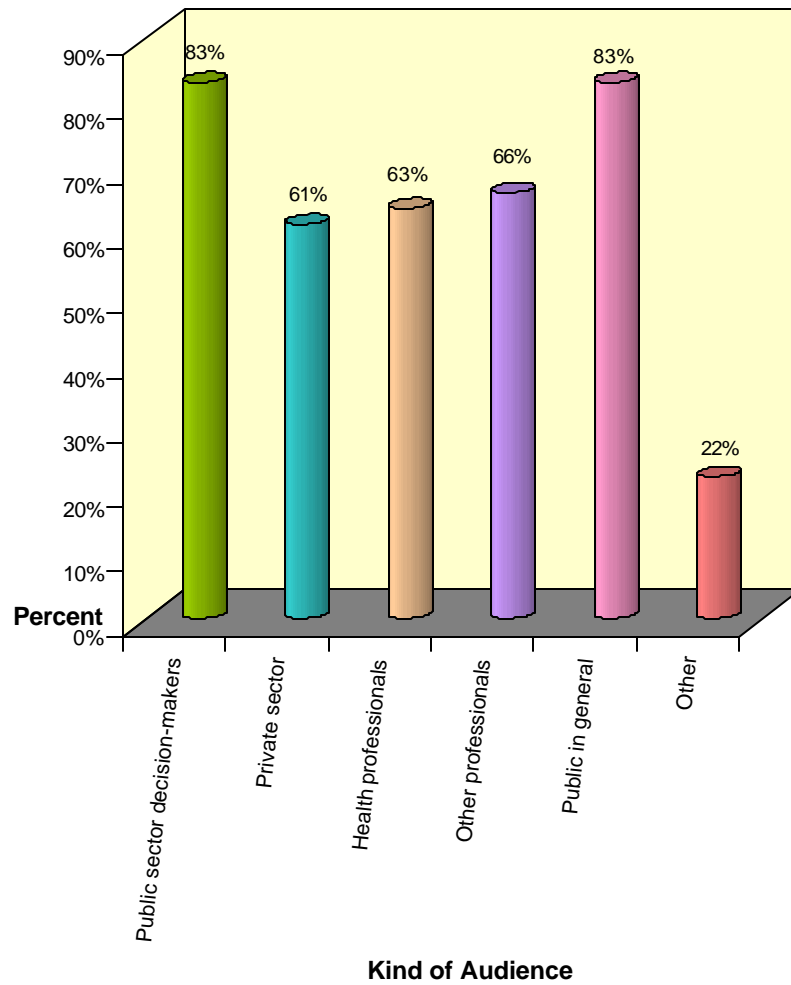
Approaching the information in detail, the first aspect that should be considered for analysis is the character of the source. That is, what kind of sites were taken into account in the sample studied.

What is the character of the websites that deal with the subject of violence in Colombia?



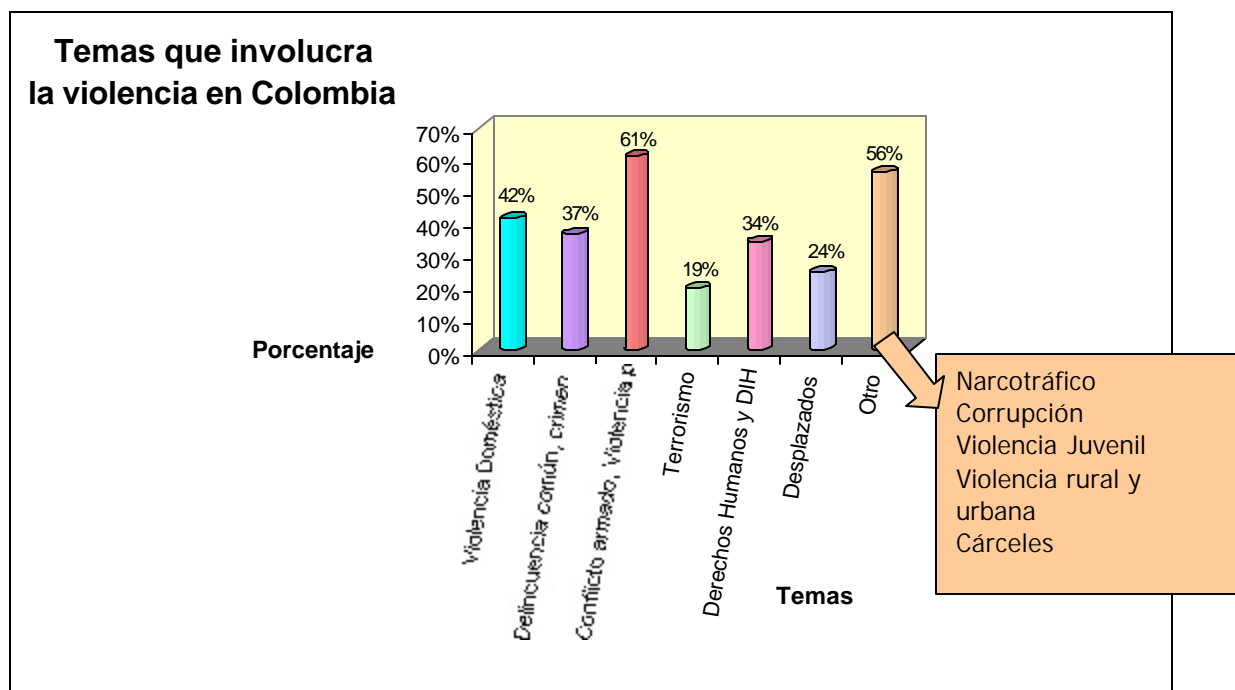
As the figure shows, almost 40% of the sources are governmental, followed by academic institutions. Although research groups have their own category, in this case they are also included here, since the centers and groups tabulated are affiliated with the universities. Also included here is the Agency for Scientific Journalism (AUPEC), since it is affiliated with Valle University. Thus academic institutions rank second as sources, with approximately 25% of the institutions studied.

To what kinds of publics are websites dealing with the subject of violence in Colombia directed?



Of the information on the web about violence in Colombia, 83% is directed to the public sector and to the general public. The audience profile is actually very balanced, given that the private sector and professionals also have high percentages with an average of 65%.

What subjects do the websites deal with?



[chart not editable. Captions translated here.]

Subjects involving violence in Colombia

Percent

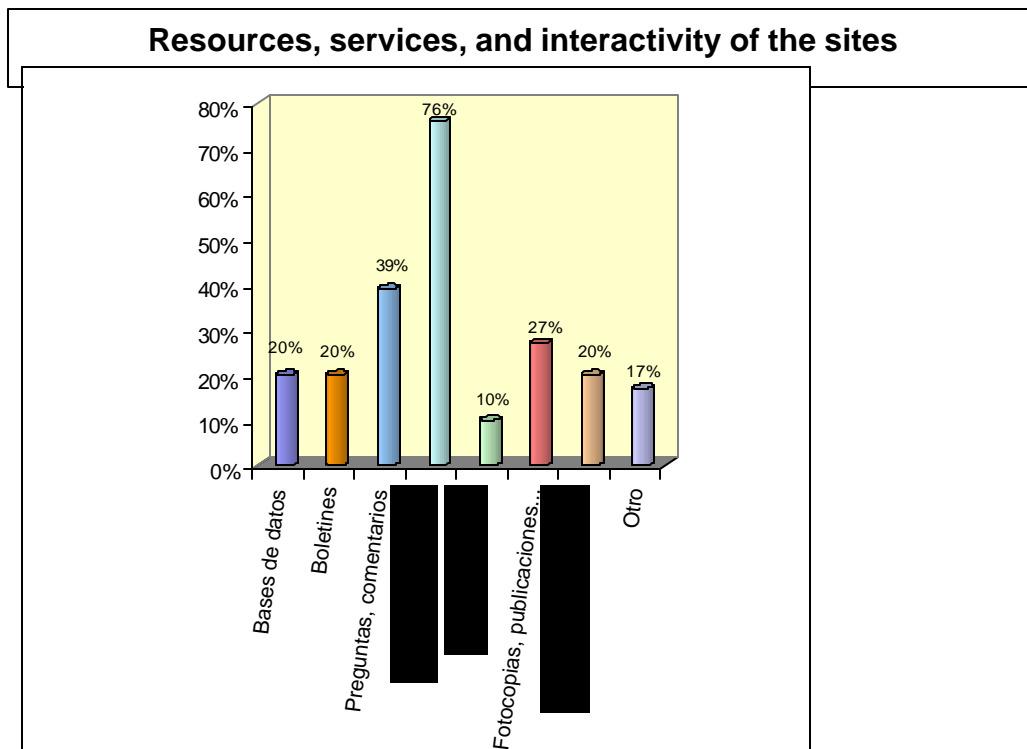
Domestic violence Common crime, crime Armed conflict, political violence

Terrorism Human rights, international humanitarian law

Displaced people Other (Drug traffic, Corruption, Juvenile violence, Rural and urban violence, Prisons) ]

Clearly the specific subject most dealt with on the web within the topic of violence in Colombia is armed conflict or political violence, with 61% of the information. It is useful to note the high percentages of *other* types of violence, emphasized in the box, that shows the magnitude of the problem in the country. One should recall that, as noted above, the subjects are not mutually exclusive, that is, the institutions may deal with one or more subjects, so that the total is greater than 100%.

What are the resources, services, and interactive tools that the sites provide to users, taking advantage of the opportunities provided by the internet?



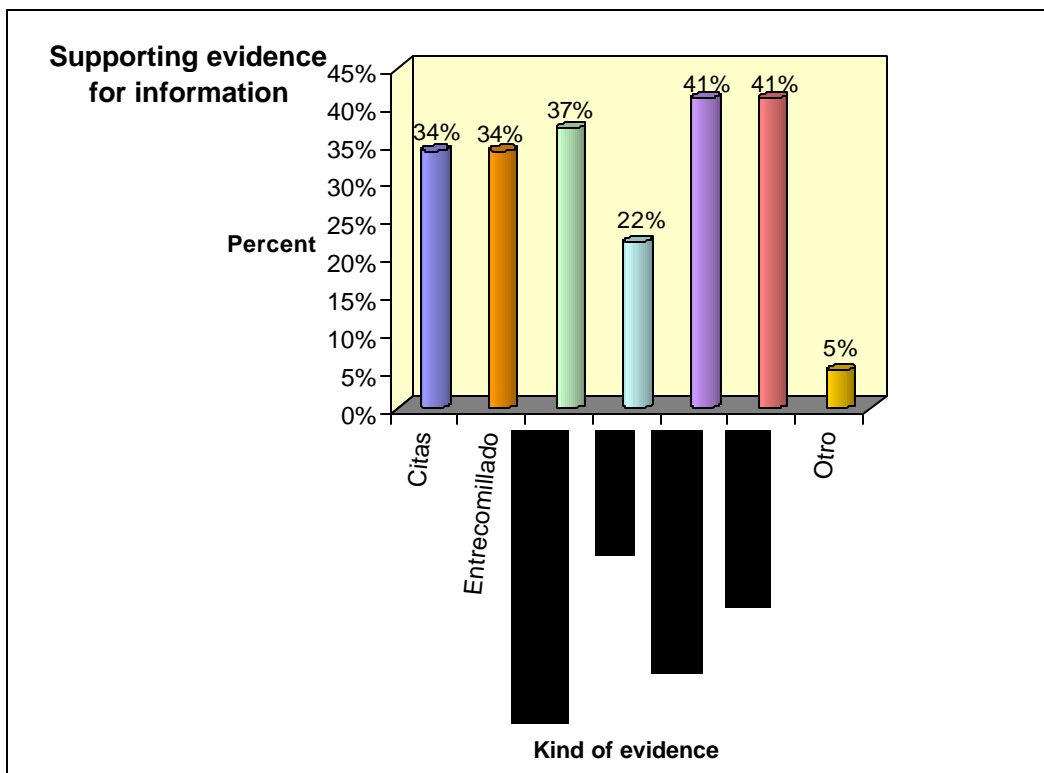
[captions on horizontal axis not editable. Translation here:

Databases  
Bulletins  
Questions, commentaries  
E-mail  
Discussion forums  
Photocopies, publications. ...  
Section by subscription  
Other ]

With an index of 76%, the most common interactive resource is information about e-mail, making it possible to contact the author and/or person responsible for the site. The difference with the resource next most frequently used, that of allowing for questions, commentaries, and suggestions, is very marked, a difference of more than 40%. E-mail also exceeds by 50% the frequency of other resources, with discussion forums being used by only 10% of the sites.

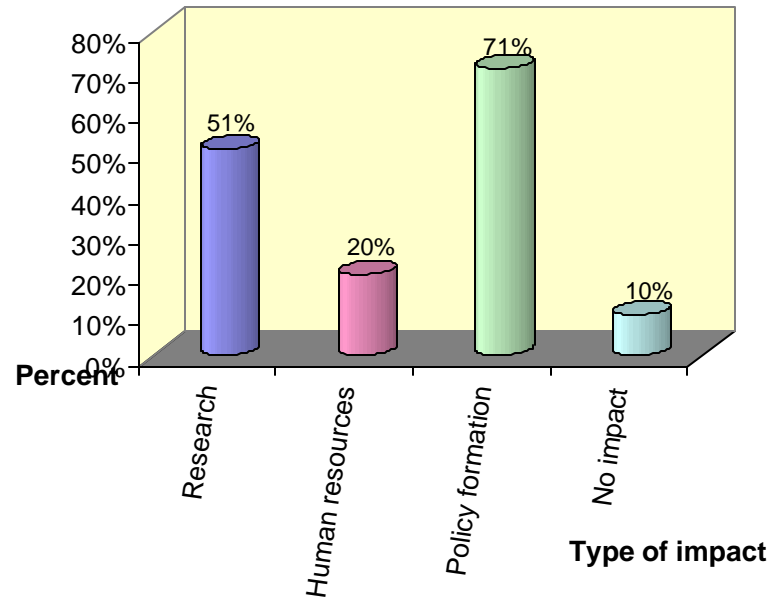
As was noted earlier, the capacity for interaction makes the Internet an exceptional resource, and it would be worthwhile to encourage this for the majority of sites, to maximize their quality.

How solid is the information provided by the sites? Or, in other words, what kinds of evidence do the sites use to support their content?



[labels on horizontal axis not editable. Translation here:  
Citations Quotations Mention of original sources Bibliography  
Graphic aids, photos References to websites Other ]

The figure shows how the sites use different ways to support the veracity, validity, and reliability of information. Although the ways that are most common are references to other websites and graphic aids and photographs, the difference from other alternatives is not very significant. Notable among them is the mention of original sources, but the difference from the use of citations and quotations is not significant. These result show the interest that information not stand on its own, but have support, with guarantees of its reliability and validity.



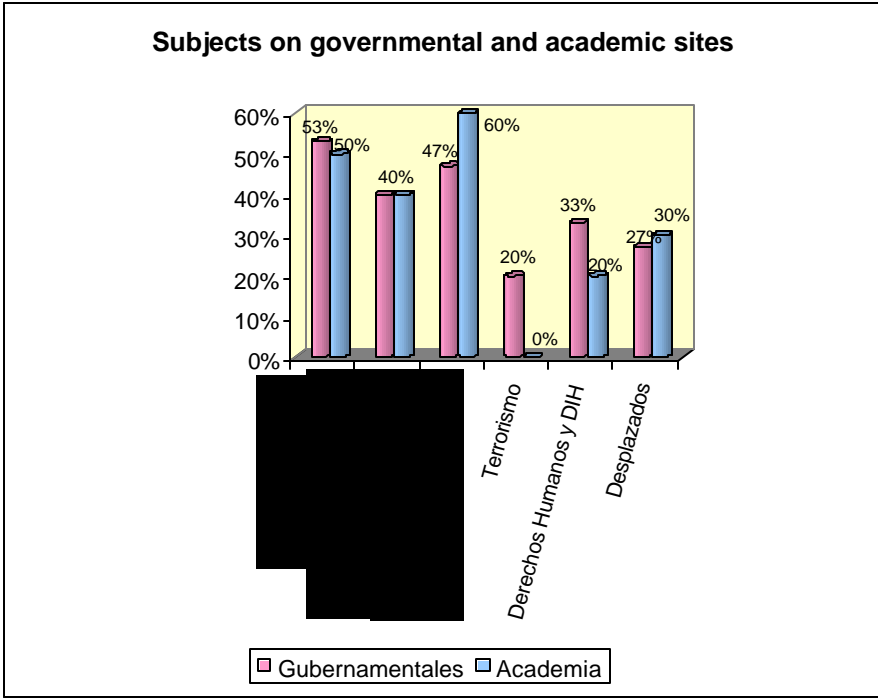
What impact do the sites have on research, human resources education, and policy-making?

The impact of content is very significant for decision-makers in policy-making in health, with more than 70% of sites having an impact. In second place, also very significant, with 50% of sites, is impact on research. This shows the quality of the information available for use in the daily tasks of these visitors. Only 10% of sites are rated as having no impact.

The next step would be to conduct a study from the other side, that is, that of the decision-maker and the investigator, to find out the use they make of information from the Internet in their work...

Cross-tabulation of this information, given that the sample has broad representation both from the public sector and the academic sector, makes it possible to make some additional comparisons.

What is the most common subject on the governmental sites and on the academic sites?



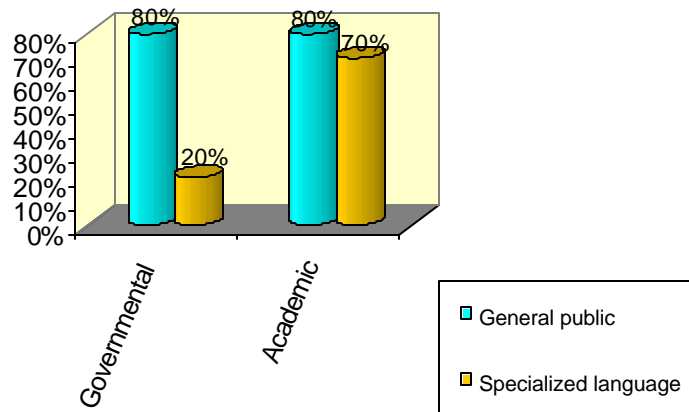
[labels on horizontal axis not editable. Translation here:  
 Domestic violence Common crime, crime  
 Armed conflict, political violence  
 Terrorism Human rights and IHL Displaced people

Governmental Academic ]

The subject matter is very similar for both types of institutions. However, on the governmental sites studied--by a small margin compared with the academic sites--domestic violence is more common than armed conflict. For the academic sites, the reverse is the case, by a somewhat greater margin. On both kinds of sites, nevertheless, these are the two subjects that are most common. In addition, on the academic sites, there was no information on terrorism, which could indicate that to date, research studies have not concentrated on this form of violence. Meanwhile, 20% of the governmental sites include this subject. It is relevant to point out that for information on common crime, governmental and academic sites have identical percentages, which are quite high (40%).

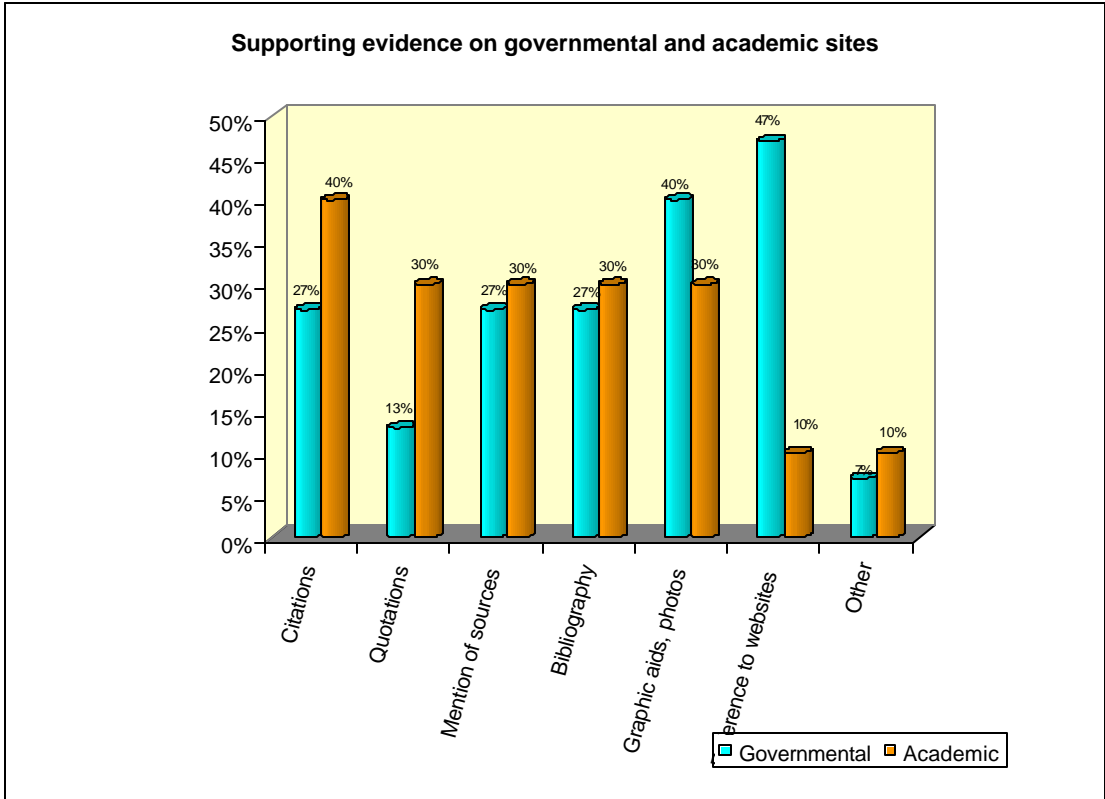
Is the language and readability of content different for governmental and academic sites?

## Readability of governmental and academic sites



Academic sites make more use of specialized language, but do not neglect the general public. Thus the sum of the two categories for academic sites is greater than 100%. This means that on academic sites, there is information directed to the general public and other information in specialized language, directed particularly to specialized groups such as other academics. Thus both were recorded in the analysis.

Governmental sites, on the other hand, have specialized language in only 20% of the cases. The majority of the content (80%) is in language directed to the general public.



With regard to reliability of the information and supporting evidence, how are governmental and academic sites different?

In this figure there is a clear difference in the extent of references to other websites between governmental and academic sites. This phenomenon seems to be due to the fact that governmental sites are more closely linked to each other in their information tasks than are academic sites. Also, academic sites use more citations than the governmental sites, due to their scientific nature.

## **Conclusions:**

The methodology used in this study shows that it is possible to carry out an analysis of the quality of information in a specific subject matter. The results show that there are more advantages than disadvantages in using the Internet as a medium for decision-makers to get content and formulate policies in the given areas.

This example is based on a sample for a public health topic in a Latin American country. However, the criteria used are applicable not only for this subject matter but for many others.

It is indeed necessary, when considering a document on the Internet, to review quality parameters reliability and solidity of information.

In addition, the study shows that the content considered does indeed have an impact on its audience, and that there is a potential for information that warrants being considered for decision-making and research.

The information search engines such as Lycos, Altavista, and Google, to which users commonly go to find information, do lead to the expected results, but there is much repetition of information from a single institution. This is not really a weakness; it can even be a diversified way to provide the results. However, it also can cause boredom or disillusionment if one thinks that there are more than 50,000 results for a given topic.

With respect to the search engines on the sites themselves, although there is efficiency in the search for information since links do lead to expected places, there is a common deficiency in the external search tool to assist the user in searching for information.

Finally, in terms of resources, services, and interactivity, the analysis shows that use of e-mail is valuable for communication with the author and/or the person responsible for the sites. But a variety of other resources that are feasible to use also showed up in this study, many of them created by the same institutions, that would optimize site usage and increase its potential for dissemination. Thus the decision-maker knows that he or she has a valuable, highly rated, reliable, and serious tool to support his or her work.

In conclusion, considering this kind of study for analyzing information that is disseminated through the communications media, one can note these sites both reflect quality of content and are perfectly adapted to the structure of the medium.

## Next steps

1. The first step to take is to disseminate the result of this study, so that its contents are made available not only to the institutions involved and to different Colombian sectors but also in the Region, since the quality criteria used can be used for any other subject that is a priority for public health in any country of Latin America and the Caribbean. One can also undertake comparative studies among countries on the same subject matter, so that the studies serve for exchange and mutual growth of information and facilitate a greater demand for information.

Then, one additional step is to carry out this type of study as a basic information tool for dissemination and utilization of content on the Internet.

2. The next step is to design a strategy for useful quality communication over the Internet that makes it possible to consolidate several themes and institutions to provide support for research and decision-making. That strategy will make it possible to offer quality assurance for content and for resources, services, and interaction on the Internet that is both feasible and very useful for users, especially for decision-makers in the Region.
3. Another step to take is to construct a tool that makes it possible for the decision-maker or the investigator to follow-up on access and use of information on the Internet for carrying out his or her work. Carrying out the previous step—communications strategy—would be a starting point for the design of this tool. On the basis of that strategy, interactive forums, surveys, and questions can be organized to involve public health decision-makers and investigators.

## **Glossary of terms**

### **JAILS AND/OR PRISONS**

Places of imprisonment for people deprived of their freedom because they have broken laws, committing crimes against society.

### **ARMED CONFLICT**

Collective hostilities undertaken by organized armed forces or groups directed by someone in command.

### **CORRUPTION**

Phenomenon contrary to the public interest. This is a social problem that is opposed to the common welfare, accentuates social inequalities, and promotes resentment, disorder, and lack of collective motivation. As a result of corruption, politics is reduced to an activity under bureaucratic control, justice is made ineffective, and the inspection capacity of the state is blocked. Corruption uses money, influence peddling, and rewards as fundamental methods for undermining the morale of state officials. It is the result of weakness of state and society.

### **COMMON CRIME**

This includes any type of crime committed by people with no political motivation, who are often involved in a life of crime, such as kidnappings, rapes, homicides, robberies, thefts, attacks, assaults, etc.

### **HUMAN RIGHTS**

Human rights are demands for freedoms, rights, or benefits, directly linked with the dignity or intrinsic value of every human being, recognized as legitimate by the international community as being congruent with widely shared ethical-legal principles, and for this reason considered worthy of legal protection both domestically and internationally.

Human rights have three dimensions: ethical, political, or legal.

Peaceful coexistence among citizens in a democracy is regulated by the ethical dimension. Through the political dimension, social demands are translated into instruments for critical assessment of the actions of the branches of government. The legal dimension presents itself in values embodied in international agreements that define positive and negative obligations for states.

Human rights originated as universal natural rights in the declarations of rights of the bourgeois revolutions in the second half of the 18th century. They were developed as specific affirmative laws in the national constitutions of the 19th century. They were more fully laid out as universal affirmative law in the international systems of protection defined in the period after World War II. d.

## **INTERNATIONAL HUMANITARIAN LAW**

Set of standards with the purposes, in time of war, of protecting those who do not participate, or that no longer participate, in the hostilities, and of limiting the methods and means of making war.

International humanitarian law mandates that humanitarian requirements as well as military considerations be taken into account.

The principal instruments of humanitarian law are the four Geneva Conventions of 12 August 1949 and the Additional Protocols of 8 June 1977.

## **PERSONS DISPLACED BY VIOLENCE**

A displaced person is any person who has been forced to move within a country, leaving his or her place of residence or usual business activities, because of damage or direct threat to life, physical integrity, safety, or personal freedom. This may take place in the context of any of the following situations: a) internal armed conflict; b) disturbances and internal tensions; c) widespread violence; d) massive violations to human rights; e) violations of international humanitarian law; f) other circumstances arising from the previous situations that drastically affect public order or can do so.

## **DRUG TRAFFIC**

Criminal activity consisting of the sale and/or preparation of illegal drugs. The principal activities involved in drug traffic are: production, both of illegal crops and of alkaloids that require some degree of processing, marketing of raw materials used for the production of drugs and, finally, money laundering of the gains obtained from sale of illegal drugs.

## **CONFLICT RESOLUTION**

The resolution of conflicts works through the dynamic of tolerance, a value that is itself at the center of understanding the problem. This is because it is based on respect for the ideas and opinions of the other person and for the other person's

lifestyle. This makes it possible to give the recognition and space due to him or her as a social being.

## **TERRORISM**

Terrorism is essentially a political act. Its purpose is to inflict dramatic and deadly damage on civilians, and to create an atmosphere of fear, usually for political or ideological purposes, in order to destabilize the state.

This is an unlawful act that goes beyond simple crime, such as attacking buildings of social service agencies and carrying out targeted murders and personal attacks.

## **VIOLENCE**

Violence is understood as human actions, by individuals or groups, that cause the death of others or affect their personal integrity, either physically or morally.

In Colombia one speaks about the "culture of violence" as that set of forms of resolving conflicts, gaining individual benefits, or expressing views, that comes from a long tradition of civil wars and conflicts, gradually extended into the use of arms for private purposes.

## **VIOLENCE IN THE FAMILY - DOMESTIC VIOLENCE**

This refers to all forms of abuse, by action or omission, among members of a family, that causes physical and psychological damage to one or more of the family members, violating their fundamental rights.

## **JUVENILE VIOLENCE**

Antisocial acts of young people that are illegal or are understood as leading to violence.

## **RURAL VIOLENCE**

This is usually carried out against peasants in the countryside, with the intention of removing them from their land, or to intimidate them into handing over their property or the income they receive from farming and livestock raising.

## **URBAN VIOLENCE**

This is carried out in cities by different groups and for different causes than those leading to common crime or acts of terrorism and insurgency. Examples include violence coming from sports bars, or trade union or university disturbances...

Annex 1.  
Analysis instrument

**ANALYSIS FORMAT**

Web address		W
Name of institution or organization		O
Character:	<input type="checkbox"/> Government agency <input type="checkbox"/> Academic institution <input type="checkbox"/> Research group <input type="checkbox"/> NGO <input type="checkbox"/> Advocacy group <input type="checkbox"/> Press <input type="checkbox"/> International institution <input type="checkbox"/> Other	C1 C2 C3 C4 C5 C6 C7 C8
Audience:	<input type="checkbox"/> Public sector decision-makers <input type="checkbox"/> Private sector <input type="checkbox"/> Health professionals <input type="checkbox"/> Other professionals <input type="checkbox"/> General public <input type="checkbox"/> Other	S1 S2 S3 S4 S5 S6
Format of website:	<input type="checkbox"/> Text only <input type="checkbox"/> Images only <input type="checkbox"/> Text and images <input type="checkbox"/> Multimedia resources	F1 F2 F3 F4 F5
Subject:	<input type="checkbox"/> Domestic violence <input type="checkbox"/> Common crime, crime <input type="checkbox"/> Armed conflict, political violence <input type="checkbox"/> Terrorism <input type="checkbox"/> Human rights and international humanitarian law <input type="checkbox"/> Displaced persons <input type="checkbox"/> Other:	T1 T2 T3 T4 T5 T6 T7
Reliability of information:	<input type="checkbox"/> Citations <input type="checkbox"/> Quotations <input type="checkbox"/> Mention of original sources <input type="checkbox"/> Bibliography <input type="checkbox"/> Use of graphic aids and/or photographs	A1 A2 A3 A4 A5

	<input type="checkbox"/> References to other websites. <input type="checkbox"/> Other	A6 A7
Presentation of content	<input type="checkbox"/> Index <input type="checkbox"/> Full texts <input type="checkbox"/> Summaries	P1 P2 P3
Accessibility of language (readability)	<input type="checkbox"/> General public <input type="checkbox"/> Specialized language <input type="checkbox"/> Confused language <input type="checkbox"/> Inaccessible (Unreadable)	L1 L2 L3 L4
Level of education required to access the information:	<input type="checkbox"/> Middle school (between 6th and 8th grade) <input type="checkbox"/> High school (between 9th and 11th grade) <input type="checkbox"/> University <input type="checkbox"/> Graduate-level	N1 N2 N3 N4
Updating of content	Current	YES NO
Resources, services, and interactivity of the website	<input type="checkbox"/> Databases <input type="checkbox"/> Bulletins with specialized information <input type="checkbox"/> Questions, observations <input type="checkbox"/> Information on e-mail <input type="checkbox"/> Forums for discussion <input type="checkbox"/> Supply of services (photocopies, publications, books...) <input type="checkbox"/> Sections by subscription <input type="checkbox"/> Other _____	R1 R2 R3 R4 R5 R6 R7 R8
Easy access to information:	<input type="checkbox"/> Easy (up to 3 clicks) <input type="checkbox"/> Difficult (between 4 and 5 clicks) <input type="checkbox"/> Very difficult (more than 5 clicks)	D1 D2 D3
Effectiveness of the search engine:	<input type="checkbox"/> Leads to the location requested <input type="checkbox"/> Leads to another location <input type="checkbox"/> Information is not found	M1 M2 M3
Description of the possible impact of the site for:	<input type="checkbox"/> Research <input type="checkbox"/> Teaching and human resources development <input type="checkbox"/> Policy-making in health. <input type="checkbox"/> Has no impact on any of the above	I1 I2 I3 I4

Observations:

Annex 2.  
Institution list and websites

**ANNEX 2**

List of institutions with corresponding web addresses

	<b>Institution or Organization</b>	<b>Website</b>
1	CONASE - National Council to Fight Kidnapping and other attacks on Personal Freedom	<a href="http://www.antisecuestro.gov.co/principal.htm">http://www.antisecuestro.gov.co/principal.htm</a>
2	Presidential Ministry for Social Policy	<a href="http://www.presidencia.gov.co/polsoc/dir02/conteni.htm">http://www.presidencia.gov.co/polsoc/dir02/conteni.htm</a>
3	Office of the People's Advocate	<a href="http://www.defensoria.org.co/spanish.php">http://www.defensoria.org.co/spanish.php</a>
4	DNP - National Planning Department	<a href="http://www.dnp.gov.co/">http://www.dnp.gov.co/</a>
5	Haz Paz	<a href="http://www.hazpaz.gov.co">http://www.hazpaz.gov.co</a>
6	ICBF - Colombian Institute of Family Welfare	<a href="http://www.icbf.gov.co/espanol/default.asp">http://www.icbf.gov.co/espanol/default.asp</a>
7	INS - National Institute of Health	<a href="http://www.ins.gov.co/">http://www.ins.gov.co/</a>
8	National Institute of Forensic Medicine and Forensic Sciences	<a href="http://www.medicinalegal.gov.co">http://www.medicinalegal.gov.co</a>
9	Ministry of National Defense	<a href="http://www.mindefensa.gov.co">http://www.mindefensa.gov.co</a>
10	Ministry of the Interior	<a href="http://www.mininterior.gov.co">http://www.mininterior.gov.co</a>
11	Ministry of Justice	<a href="http://www.minjusticia.gov.co/">http://www.minjusticia.gov.co/</a>
12	Ministry of Social Protection (Health and Work)	<a href="http://www.minsalud.gov.co/NewSite/MseContent/home.asp">http://www.minsalud.gov.co/NewSite/MseContent/home.asp</a>

13	PLANTE - National Plan for Alternative Development	<a href="http://www.desarrolloalternativo.gov.co/html/index.html">http://www.desarrolloalternativo.gov.co/html/index.html</a>
14	Presidency of the Republic of Colombia	<a href="http://www.presidencia.gov.co/">http://www.presidencia.gov.co/</a>
15	Social Solidarity Network	<a href="http://www.red.gov.co/">http://www.red.gov.co/</a>
16	Javerian Pontifical University Medical School	<a href="http://www.javeriana.edu.co">http://www.javeriana.edu.co</a>
17	National University of Colombia Medical School	<a href="http://www.medicina.unal.edu.co">http://www.medicina.unal.edu.co</a>
18	CES - Center for Social Studies, National University	<a href="http://currie.fce.unal.edu.co/">http://currie.fce.unal.edu.co/</a>
19	ICD - Research Center for Development, National University	<a href="http://currie.fce.unal.edu.co/">http://currie.fce.unal.edu.co/</a>
20	CIDSE - Center For Socioeconomic Research and Documentation, Valle University	<a href="http://socioeconomia.univalle.edu.co/cidse/cidse.html">http://socioeconomia.univalle.edu.co/cidse/cidse.html</a>
21	CISALVA - institute for Research and Development on Prevention of Violence and Promotion of Social Harmony, Valle University	<a href="http://cisalva.univalle.edu.co/index.html">http://cisalva.univalle.edu.co/index.html</a>
22	IEPRI–Institute for Policy Studies and International	<a href="http://www.unal.edu.co/iepri/">http://www.unal.edu.co/iepri/</a>

	Relations, National University	
23	Center of Research on Psychology, Cognition, and Culture. Valle University	<a href="http://www.univalle.edu.co/~cognitiv/">http://www.univalle.edu.co/~cognitiv/</a>
24	CIJUS - Center for Socio-Juridical Research, University of the Andes	<a href="http://www.research.uniandes.edu.co">http://www.research.uniandes.edu.co</a>
25	CINEP - Center for Popular Research and Education	<a href="http://www.cinep.org.co/">http://www.cinep.org.co/</a>
26	CODHES - Consultancy for Human Rights and Displacement	<a href="http://www.codhes.org.co/">http://www.codhes.org.co/</a>
27	GAD - Support Group for Organizations of Displaced Persons	<a href="http://www.exodo.org.co/">http://www.exodo.org.co/</a>
28	CONPAZ - National Partnership Corporation for Peace	<a href="http://www.compaz.org.co/">http://www.compaz.org.co/</a>
29	SNPS - National Secretariat for Social Pastorate/ Cáritas Colombia	<a href="http://www.pastoralsocialcolombia.org/">http://www.pastoralsocialcolombia.org/</a>
30	Ideas for peace	<a href="http://www.ideaspaz.org/index.php">http://www.ideaspaz.org/index.php</a>
31	Paz Colombia	<a href="http://www.codhes.org.co/pazcolombia">www.codhes.org.co/pazcolombia</a>
32	El Nuevo Herald (Spanish).	<a href="http://www.miami.com/mld/elnuevo/news/world/americas/">http://www.miami.com/mld/elnuevo/news/world/americas/</a>
33	AUPEC - University Agency for Scientific Journalism, Valle	<a href="http://aupec.univalle.edu.co">http://aupec.univalle.edu.co</a>

	University	
34	Health Colombia Website	<a href="http://www.saludcolombia.com">http://www.saludcolombia.com</a>
35	Revista Cambio	<a href="http://revistacambio.com">http://revistacambio.com</a>
36	Diario El Herald	
37	World Bank	<a href="http://www.worldbank.org">http://www.worldbank.org</a>
38	Andean Violence Prevention Network	<a href="http://www.redandina.org">www.redandina.org</a>
39	CIAPV - Inter-American Coalition for Prevention of Violence	<a href="http://www.iacpv.net/">http://www.iacpv.net/</a>
40	UNDP - United Nations Development Program	<a href="http://www.pnud.org.co/">http://www.pnud.org.co/</a>
41	IDB, Department of Sustainable Development, Violence Prevention	<a href="http://www.iadb.org">http://www.iadb.org</a>