

Practice.eu User Survey 2008

Results



The user survey was carried out from February until July 2008 with 268 replies in total. The objective of the survey was to gather true opinions from the portal's users after one year of activity of the portal.

The user contributions were collected in paper and by an online form. The paper version was circulated among the participants of the following events and ePractice.eu workshops:

- eGovernment Conference Slovenia, 11-13 Feb 08
- elidentity workshop, 14 Feb 08
- eInclusion: Users voice workshop, 21 Feb 08
- Mobile Services workshop, 3 Mar 08
- Municipal eGovernment workshop, 6 Mar 08
- eInclusion: Ageing well workshop, 14 Apr 08
- Mid-term workshop, 19 May 08
- Management/ eHealth workshop, 9 Jun 08
- eInclusion: Digital literacy workshop, 16 Jun 08

In total there were 106 replies in paper. The online form was available from 12 June to 25 July. The online survey was announced several times in the ePractice.eu newsletter and a banner with a direct access was placed on the ePractice.eu home page.

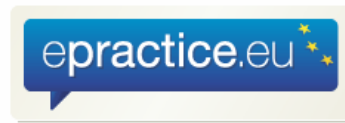


Picture. Banner

The online survey received 162 replies. The online survey was created using European Commission's "Interactive Policy Making" (IPM) tool¹.

¹ http://ec.europa.eu/yourvoice/ipm/index_en.htm

ePractice.eu User Survey 2008



ePractice.eu wants to know your opinion! By participating in our user study you can provide important feedback and help us to improve the portal's services. Filling in the survey takes only 10 minutes. Thank you for your time and help! Any questions you may have please contact us at info@epractice.eu.

Topics of your interest

Please mark the domains and topics of your interest. You may mark multiple options, if necessary.

Domain(s) of your interest (optional)

eGovernment eInclusion eHealth

Are your topics of interest properly covered in the portal? (optional)

Very well
 Well
 Fairly
 Poorly
 Not at All

How often do you visit the ePractice.eu portal? (optional)

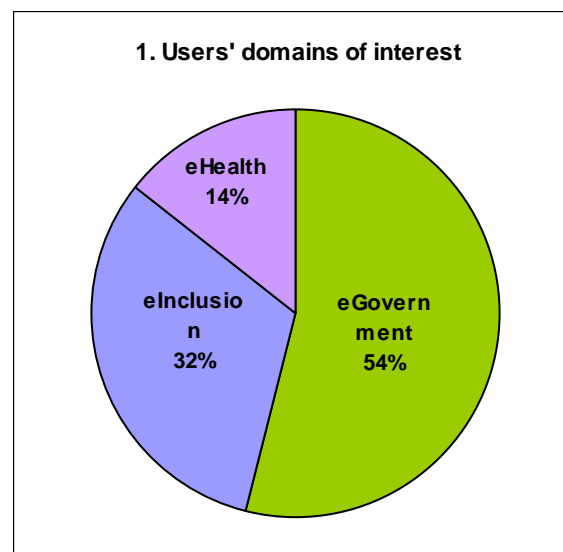
Daily
 Weekly

Picture. User survey online

1. Domains and topics of interest

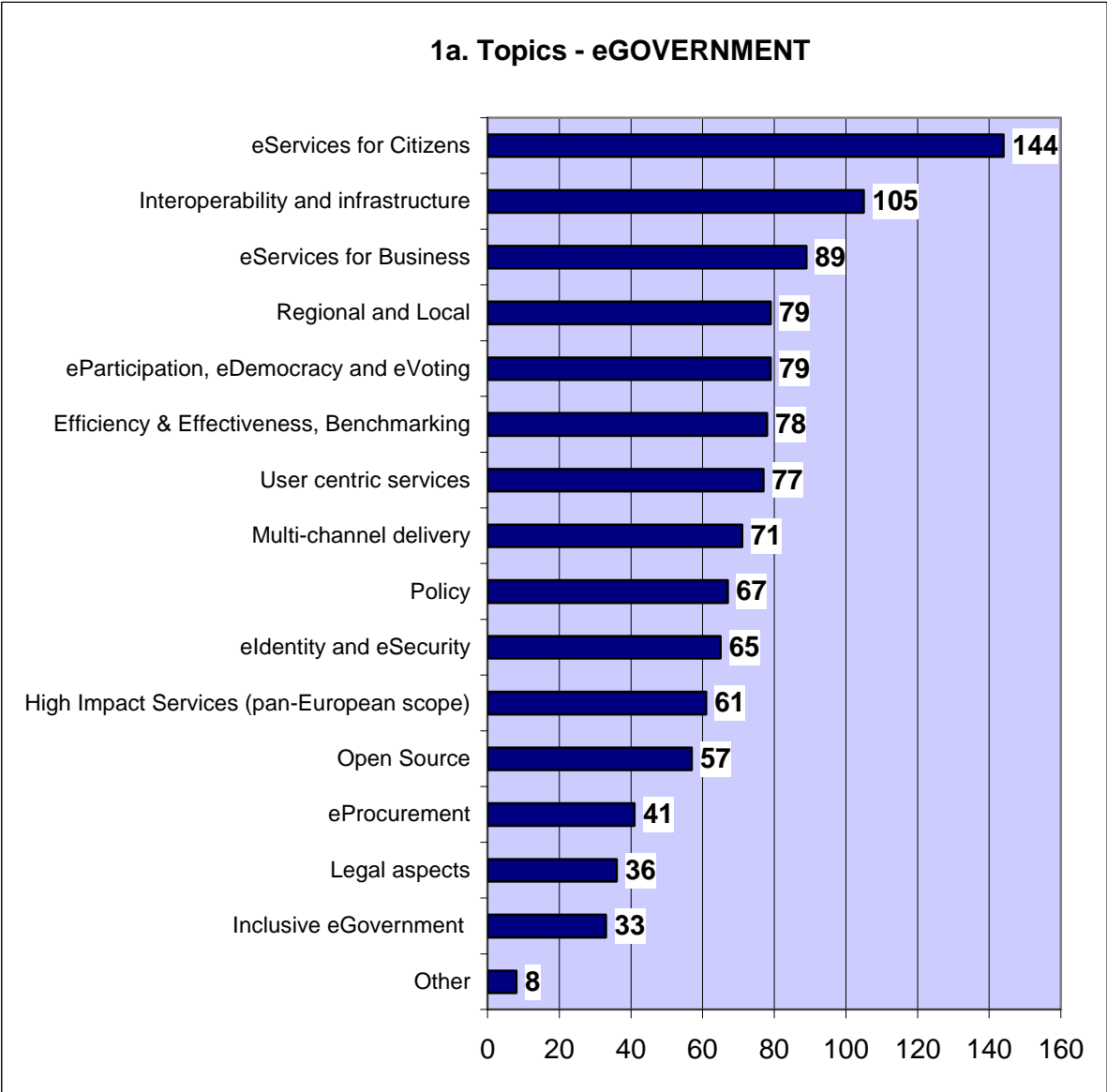
First of all, the users were asked about their domains of interest offering three options: eGovernment, eInclusion and eHealth. Multiply option was possible. Also, each of the three domains had topics that users could mark according to their interest. In the online form users were allowed to select up to five topics.

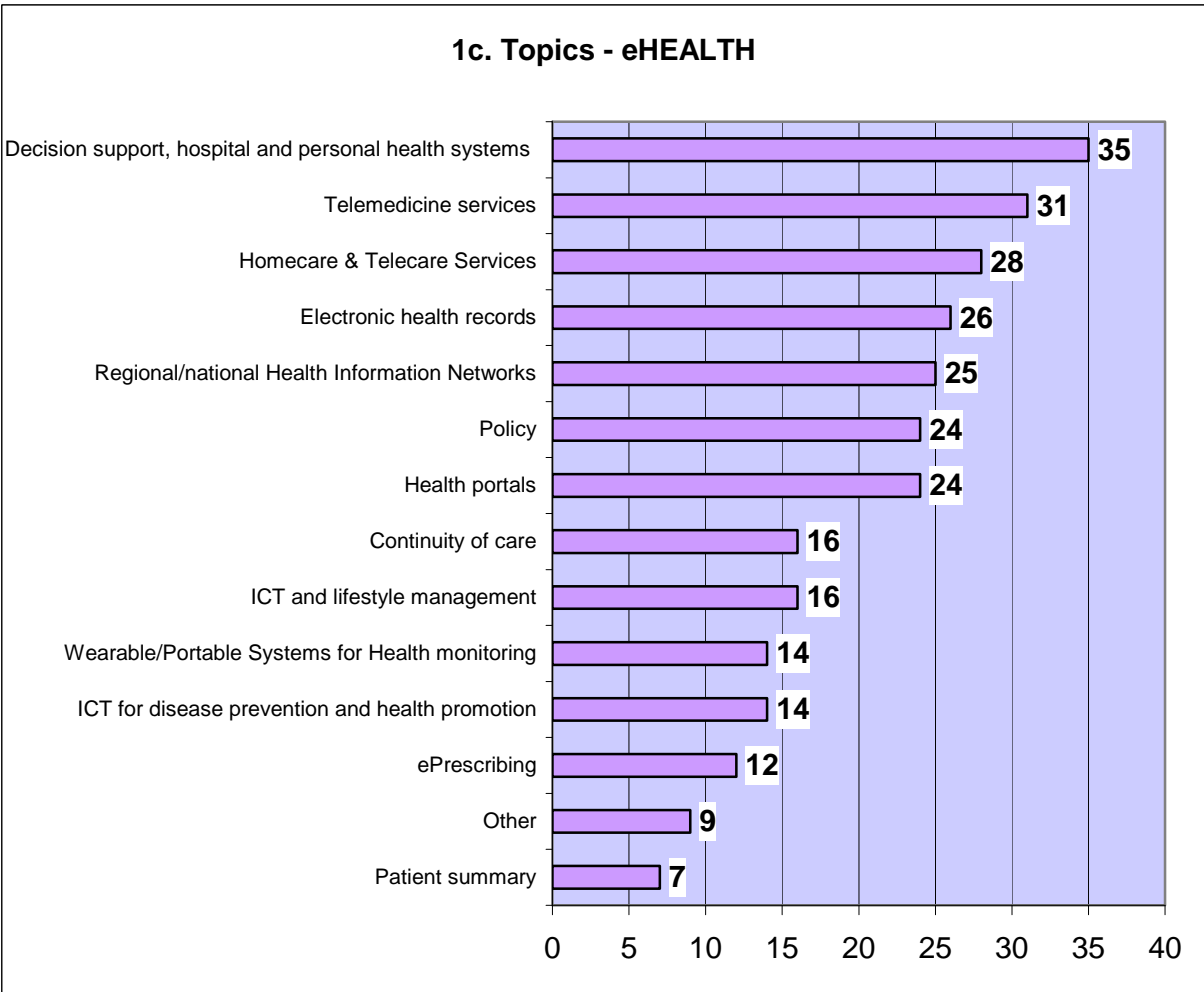
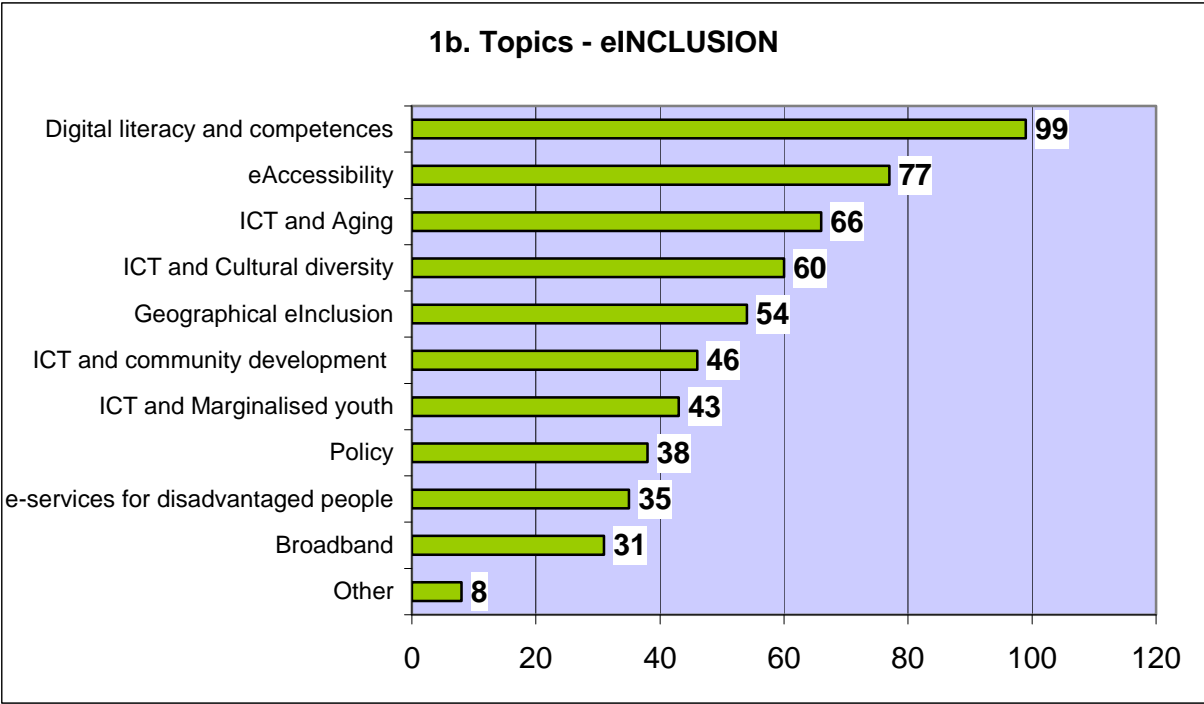
The domain eGovernment was clearly the most popular one: out of 398 replies 214 marked eGovernment (54%), followed by eInclusion (127; 32%) and eHealth (57; 14%).



Picture. Domains of interest

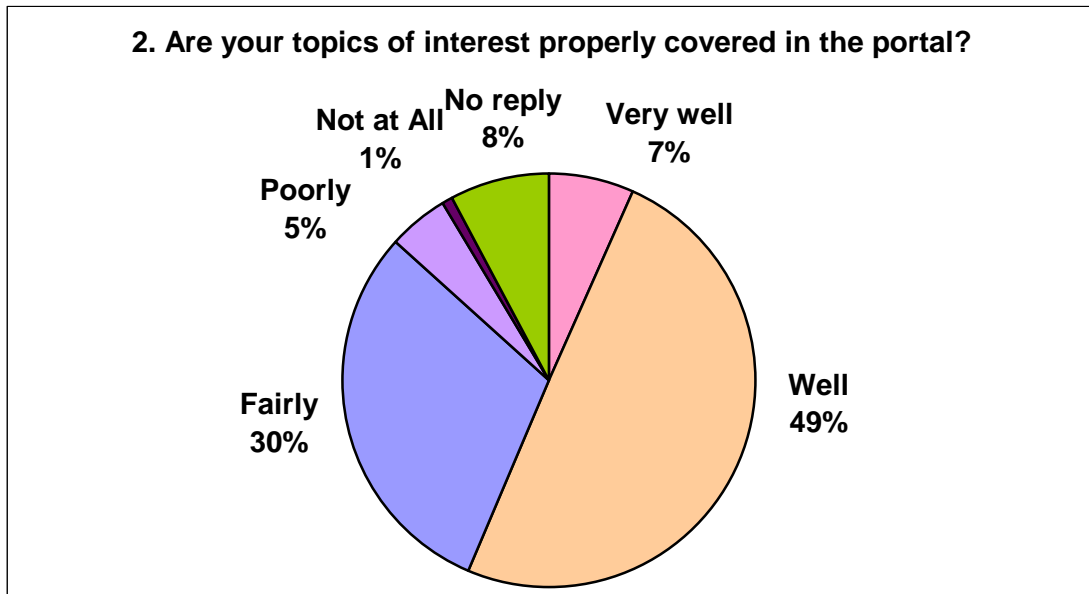
The topics of interest related to each domain are illustrated in the following graphics. Users could make multiple selection if necessary.





2. Topics of interest at the portal

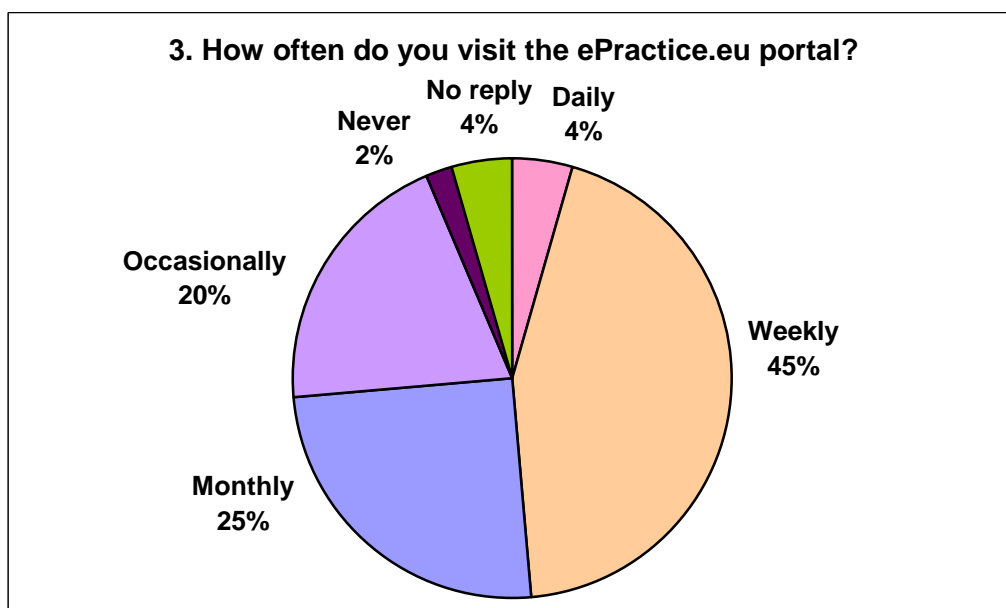
Followed by this the users were asked if their topics of interest are properly covered in the portal. 7% of users answered "Very well" and 49% "Well". This means that in total 56% of the users feels that their topics of interests are properly covered in the portal. Furthermore, 5% answered "Poorly" and 1% considered that their topics of interest are not covered at all in the portal.



Graphic. Are your topics of interest properly covered in the portal?

3. Visiting frequency

The users were asked how often they visit the ePractice.eu portal. 4% visit the portal daily and 45% weekly which is a very positive result. Also, 25% visit the portal monthly and 20% occasionally.



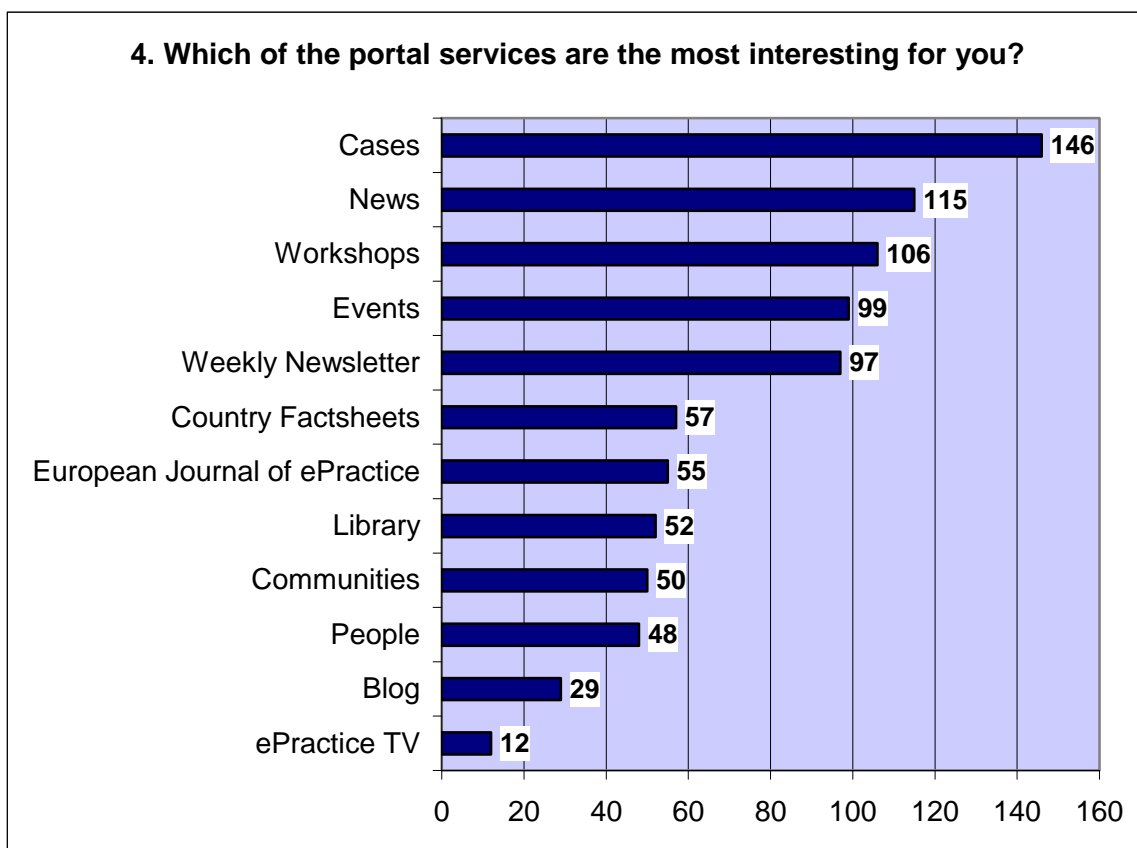
Graphic. Visiting frequency

4. Evaluation of the portal's services

To find out users' preferences they were asked to select to the most interesting portal's services. The cases were considered the most interesting content of the portal; cases were selected by 149 out of 268 respondents. This was followed by news (115), workshops (106), events (99) and newsletter (97).

On the other hand, the most unappreciated services by the users were ePractice TV (12), blog (29) and People (48).

However, it must be noticed that many users who filled in the paper version left this question unanswered. Paper survey was given to workshop participants who aren't necessarily users familiarized with the portal. Users answering the online survey on the other hand are considered to be active online ePractice users



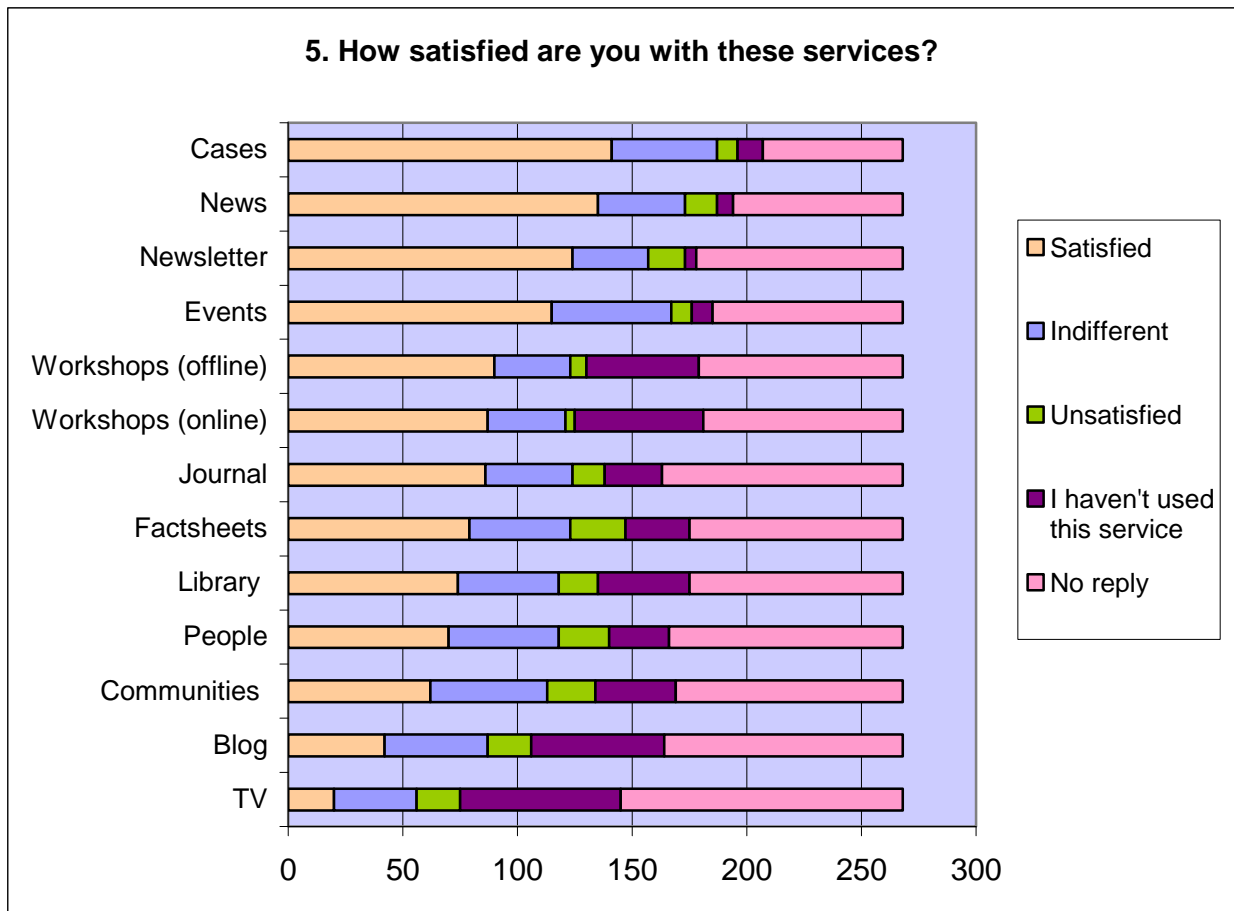
Graphic. Preferred services (multiple selection possible)

5. User satisfaction with the current services

Moreover, the users were asked also to evaluate how satisfied they are with each service. Here the options were limited to satisfied, indifferent, unsatisfied and "I haven't used this service". According to the replies, the respondents are most happy with cases, news and the newsletter.

However it must be noted also here that many respondents did not select any option for which reason the number of "no reply" is quite high. This was the case particularly with the paper version. Most likely people have left without any answer the services they are not familiar with which doesn't necessarily mean that these services work badly.

When it comes to communities it must be taken in account that the number of users in the communities is 1340 (July 2008) meaning that unprobably all respondents have knowledge of using this service.



Graphic. User satisfaction with the current services

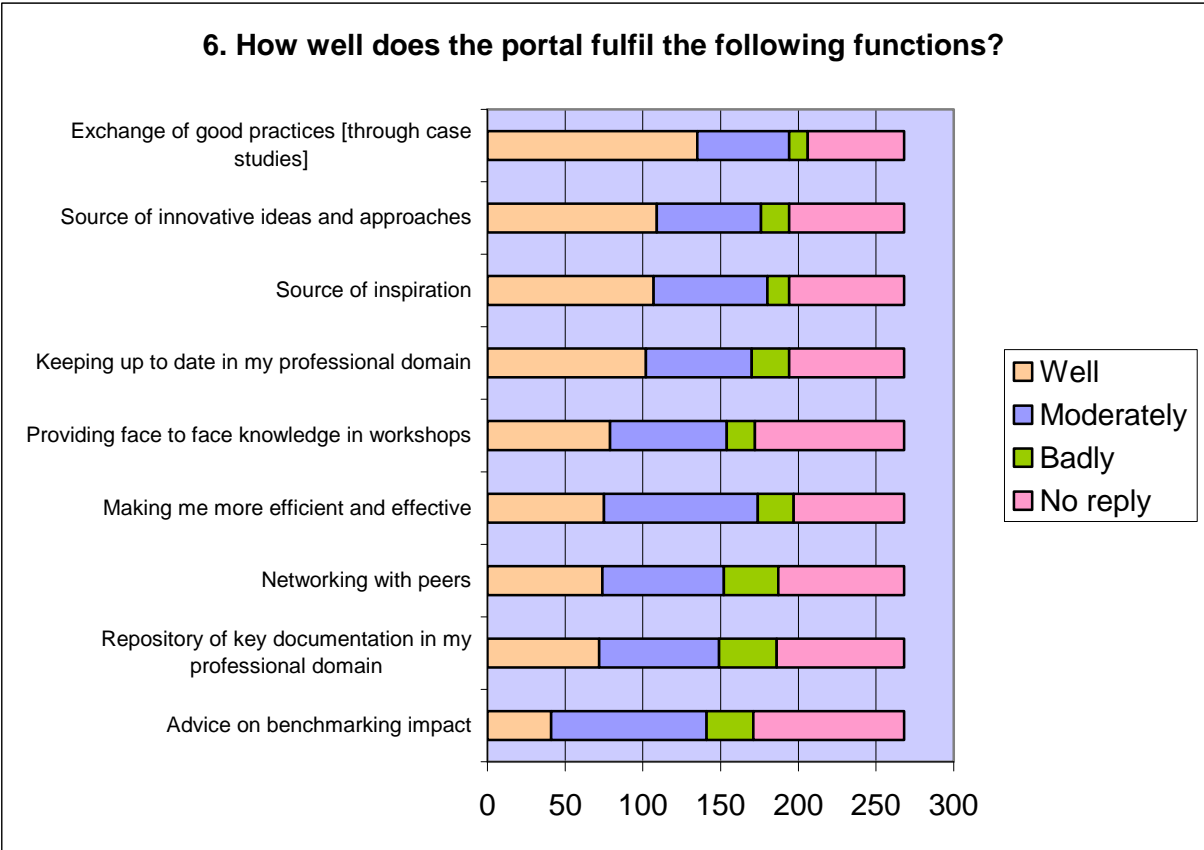
6. Portal's functions

The users were asked to evaluate how well the portal fulfils different functions. The functions were:

- Making me more efficient and effective
- Exchange of good practices (through case studies)
- Networking with peers
- Keeping up to date in my professional domain
- Repository of key documentation in my professional domain
- Providing face to face knowledge in workshops
- Source of inspiration
- Source innovative ideas and approaches
- Advice on benchmarking impact

The portal was evaluated best in "Exchange of good practices", followed by "Source of innovative ideas and approaches" and "Source of inspiration". This is positive since it shows that the objective of the portal to present and diffuse good practices is well achieved according to the users. Also, it's very positive that the users relate the portal as a source of innovation and inspiration. This shows that the portal's unique combination of services and contents motivate the users to find new information and find out new advances in their field.

The functions that were considered less fulfilled were "Networking with peers" and "Repository of key documentation" that received 35 and 37 negative replies respectively. Although the portal offers wide possibilities to create and maintain a professional profile on the People section, only 1239 of the current almost 14.000 registered members have completed 50% or more of their member profile. Also, for the moment the portal offers only information based on which members can contact with each other, but the portal itself doesn't offer concrete communication channels. The negative valorization of the second function "Repository of key documentation" is a bit surprising taking into account that the News section is updated daily and that the Library counts already over 800 documents.

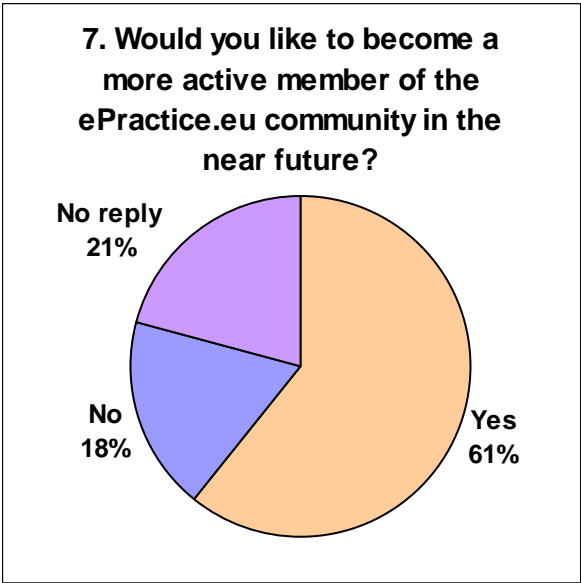


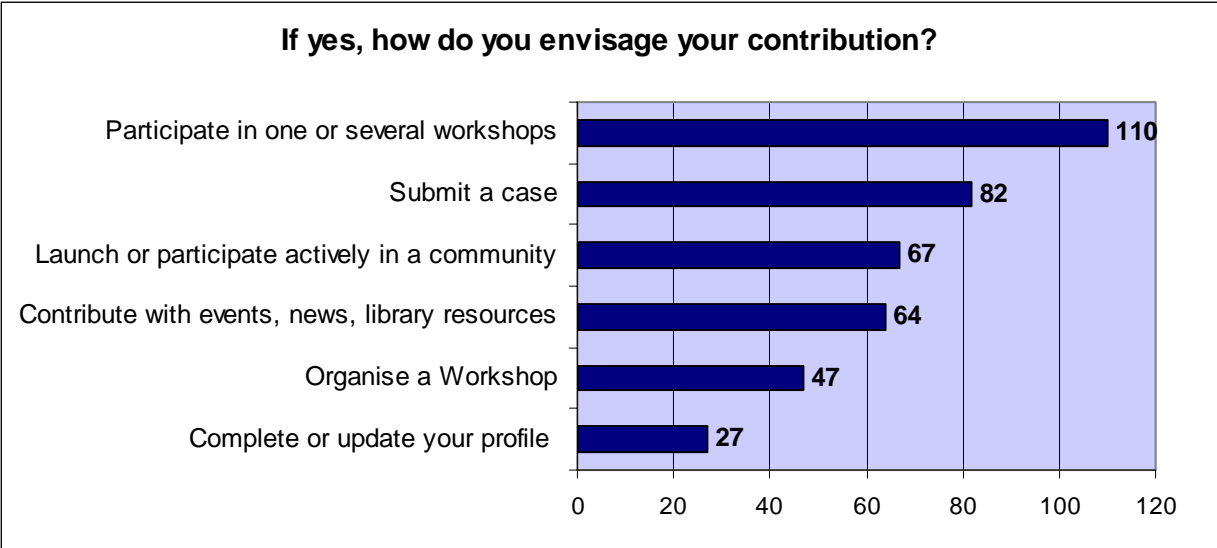
Graphic. Evaluation of the portal's functions

7. Member activity

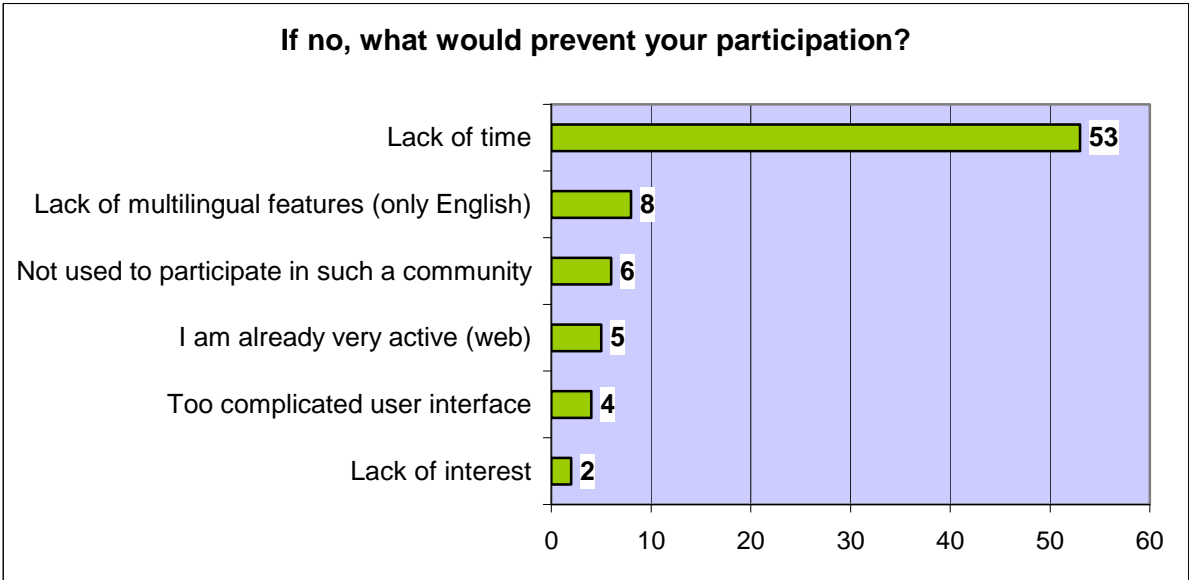
The respondents were asked if they wish to become more active members of the ePractice.eu. 61% told to be interested in being more active member and when 18% replied negatively. Furthermore, they were asked how they could enhance their activity. Most of the users were interested in taking part in the workshops and submitting cases. When asking the reason for a negative answer (users that don't wish to enhance their level of activity at ePractice.eu) they top reason for this was lack of time.

Graphic. Enhancing member activity





Graphic. How users would like to enhance their participation

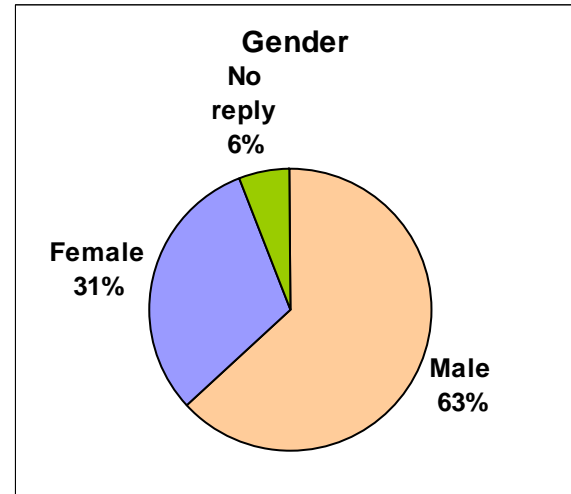
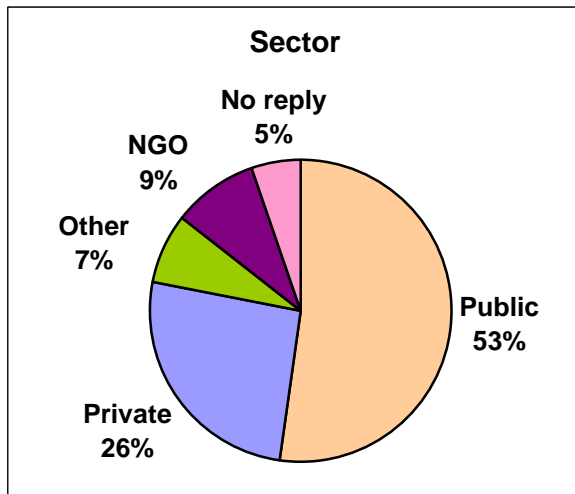


Graphic. Why users can't participate more

8. Basic information

The users were asked also basic information: sector they work in, gender, age and position (the last one was an open field). In the graphics below can be seen the division of the users according to the sectors. Over half of the respondents work for the public sector, 26% for private and 9% for NGO. A clear majority (63%) of the respondents were men and 31% women.

The average age of the respondents was 42 years.



Position (open field)

The position of the respondents' was asked with an open field not to limit the options.

Category	Number
Expert, analyst, consultant	16
Managerial (private and public)	36
Research and teaching	19
Communications	3
Employee	17
Free lance, unemployed, other	5