

CBIT platform user survey

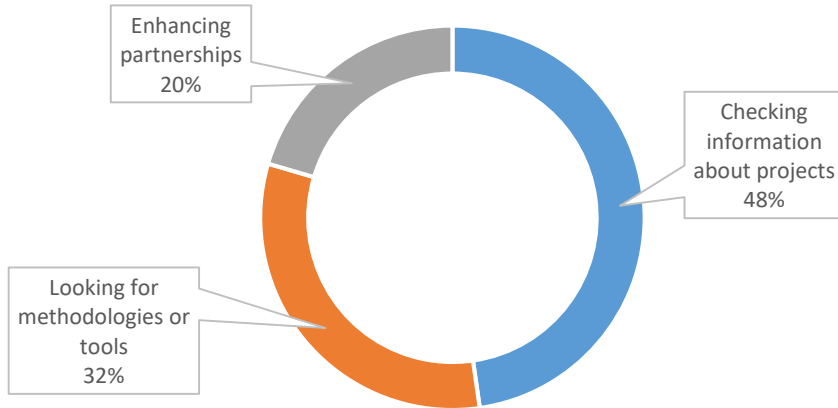
Summary of Results

26-06-2019

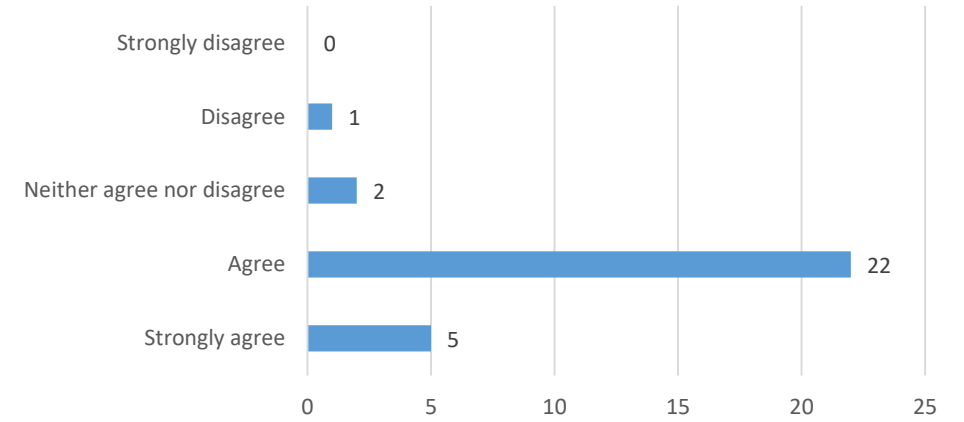
About the survey

- The survey was administered during the 3rd CBIT Workshop in Rome
- The survey is based on the widely used WEBQUAL instrument, and includes 3 dimensions: usability, information quality, and service interaction
- 20 closed-ended questions (19 with Likert type scales), and 1 open-ended question
- 30 country representatives answered
- 14 respondents answered the open ended question

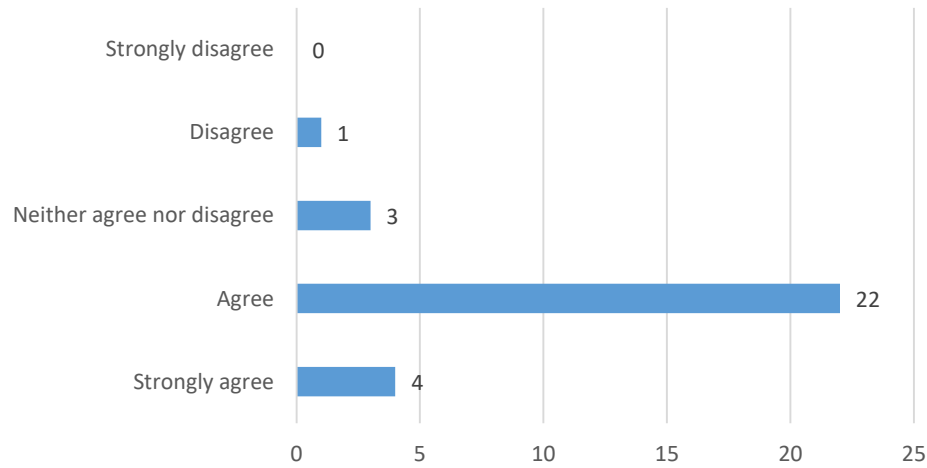
Q1. I use the CBIT Platform for:



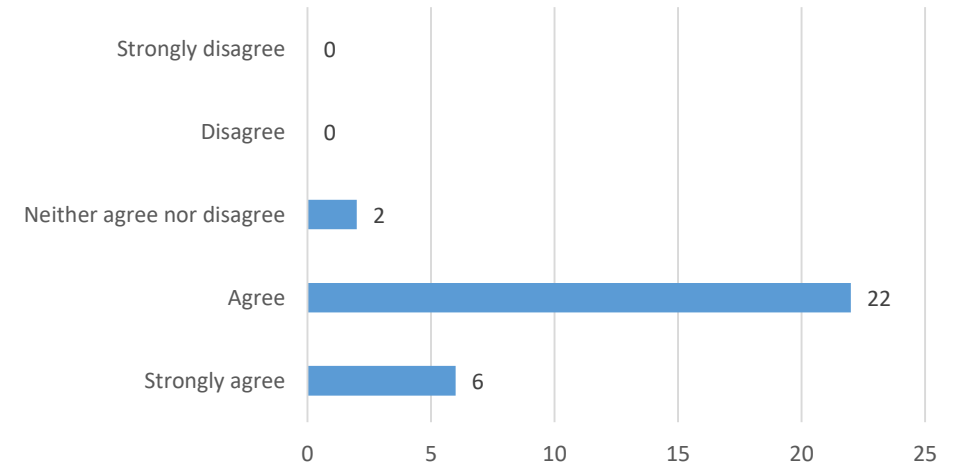
Q3. My interaction with the platform is clear and understandable



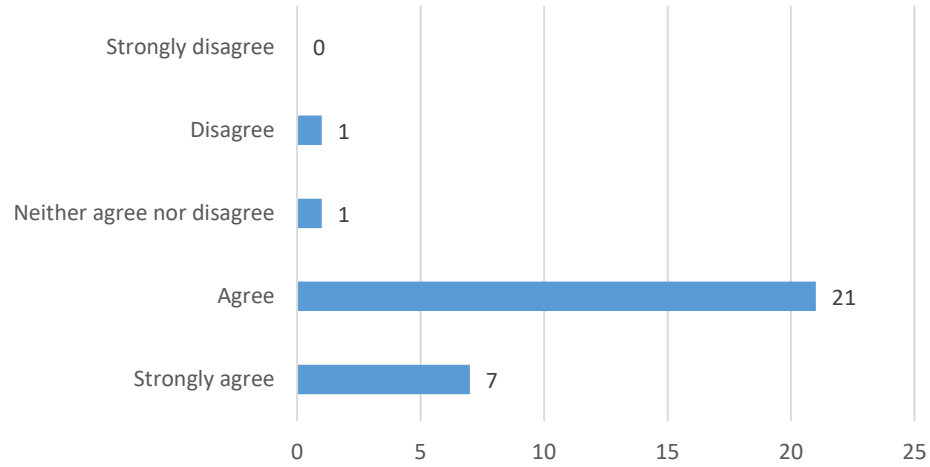
Q2. I find the platform easy to learn to operate



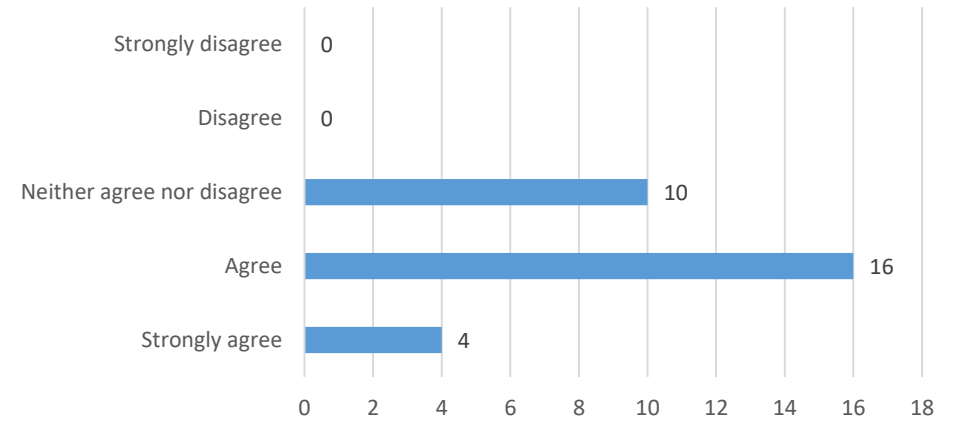
Q4. I find the platform easy to navigate



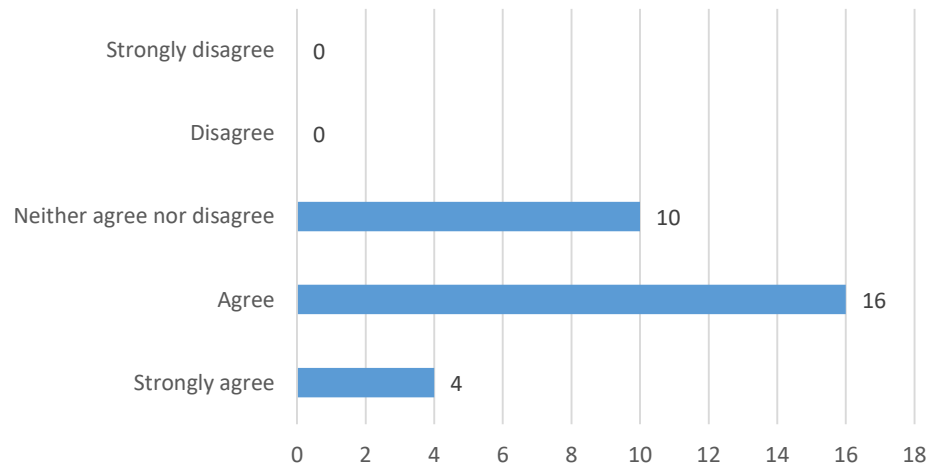
Q5. I find the platform easy to use



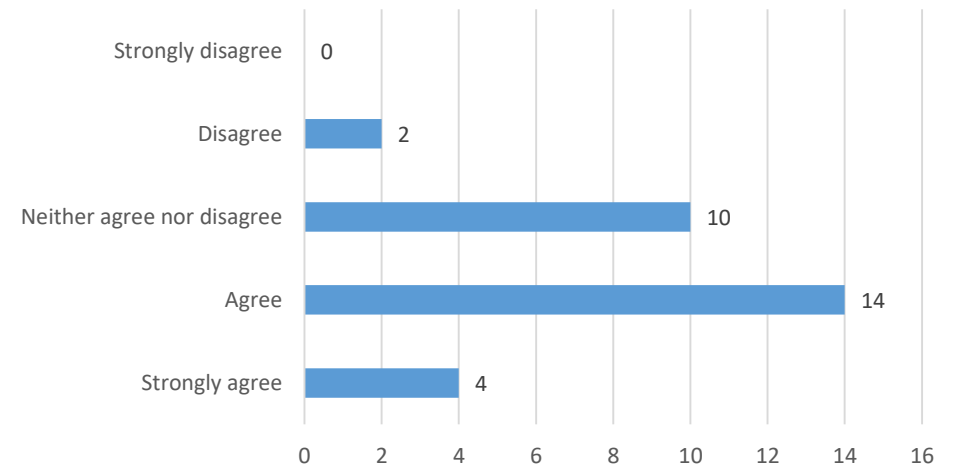
Q7. The design is appropriate to the type of platform



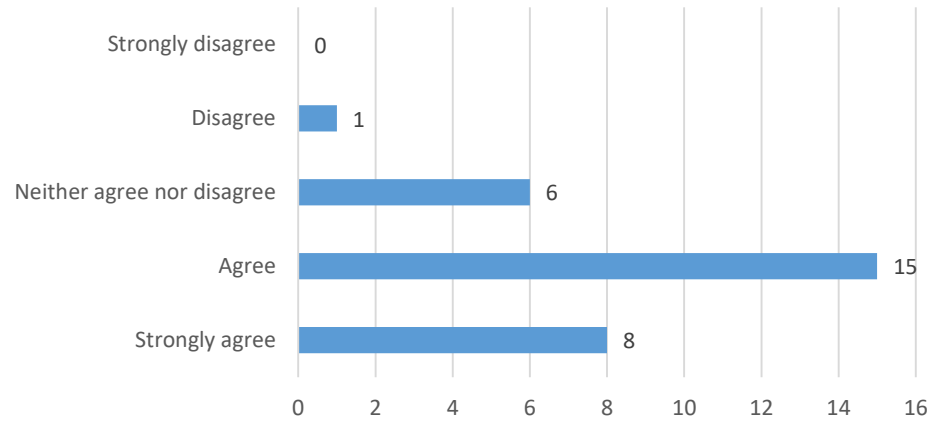
Q6. The platform has an attractive appearance



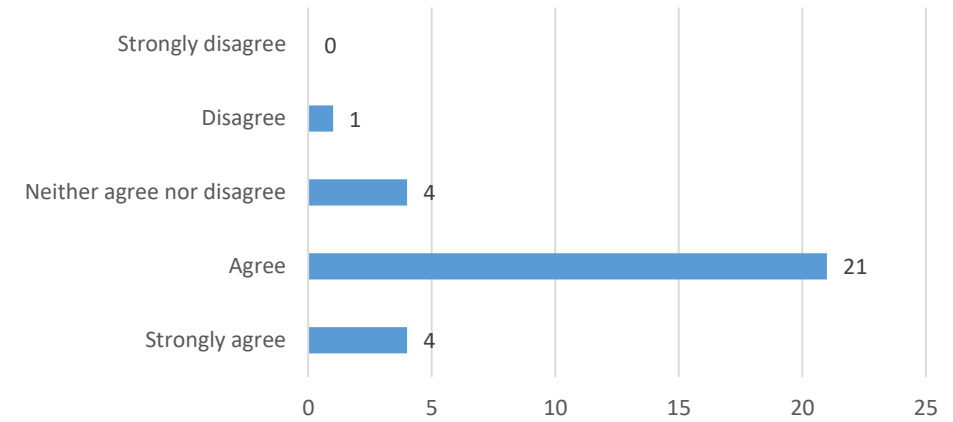
Q8. The platform conveys a sense of competency



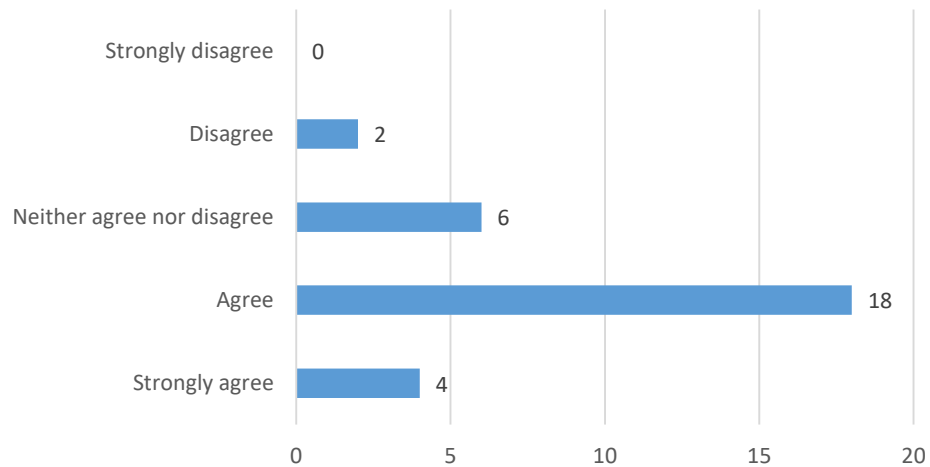
Q9. The platform creates a positive experience for me



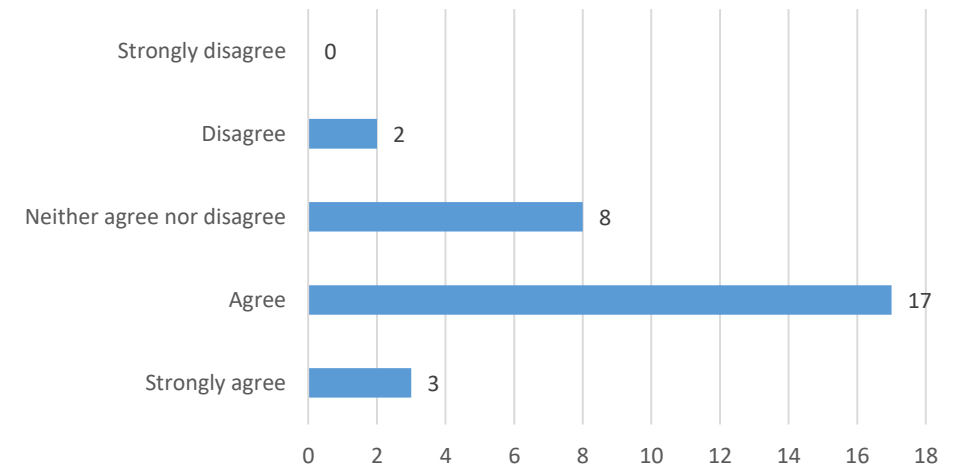
Q11. The platform provides believable information



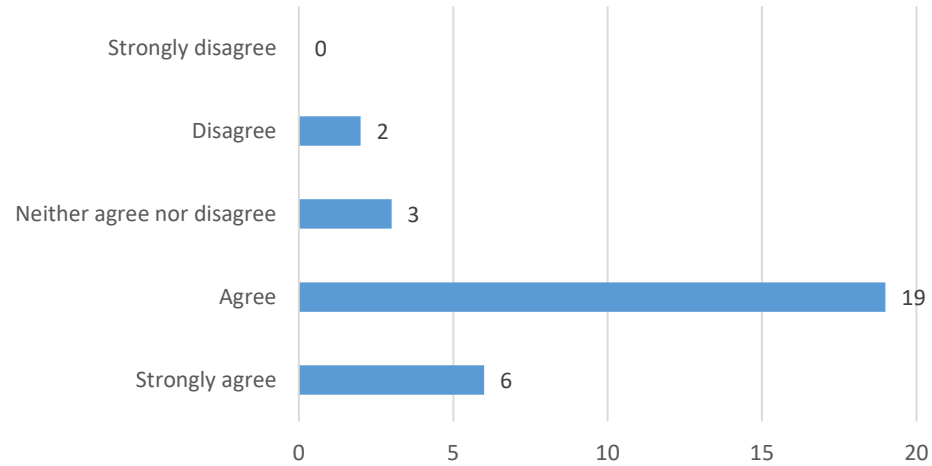
Q10. The platform provides accurate information



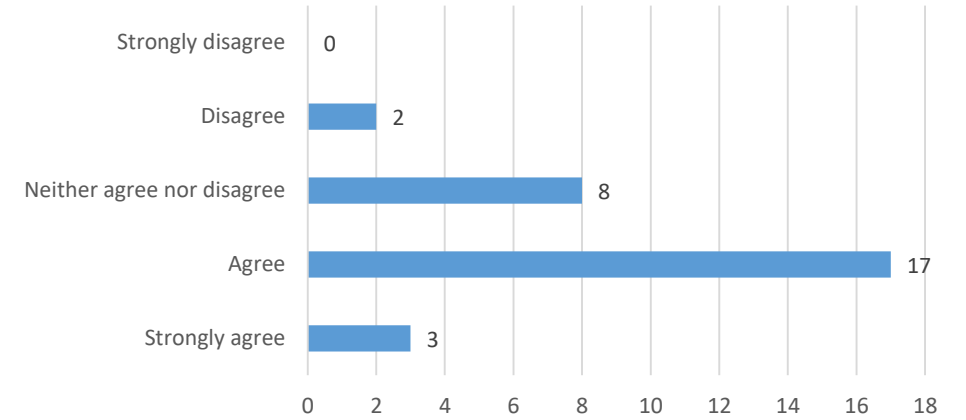
Q12. The platform provides timely information



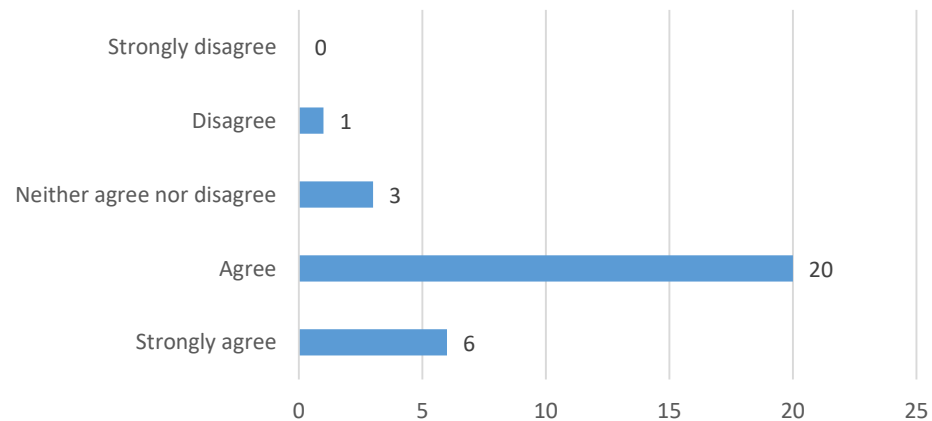
Q13. The platform provides relevant information



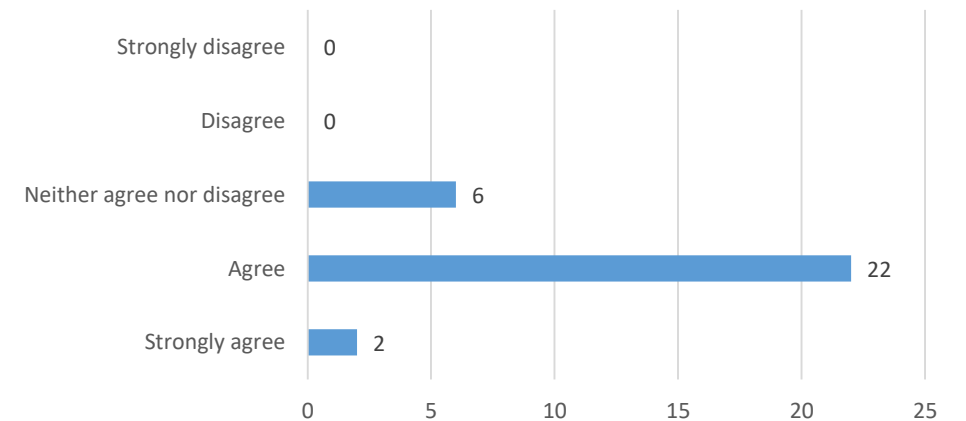
Q15. The platform provides information at the right level of detail



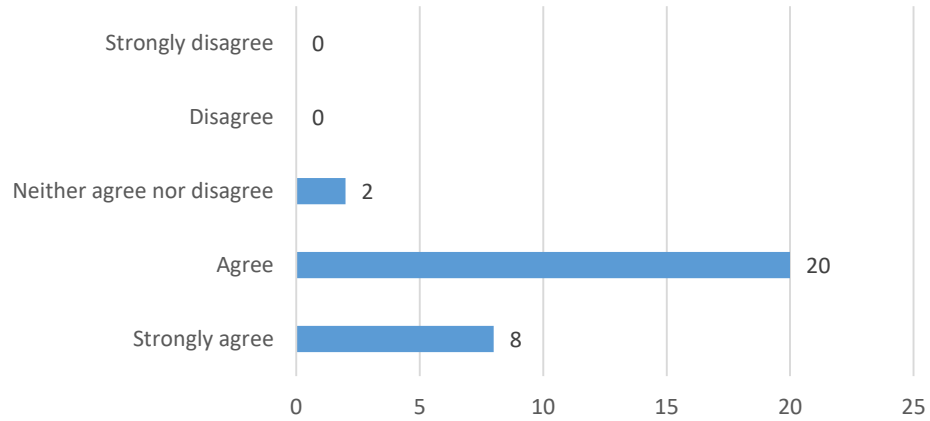
Q14. The platform provides easy to use information



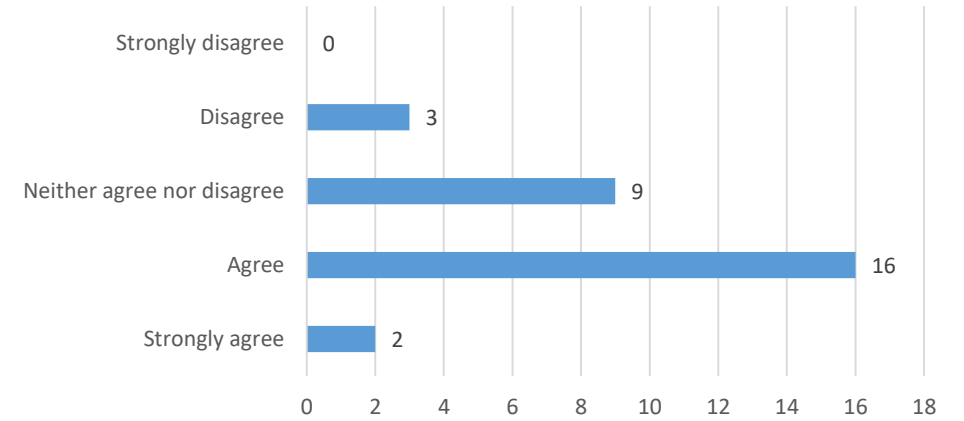
Q16. The platform presents the information in an appropriate format



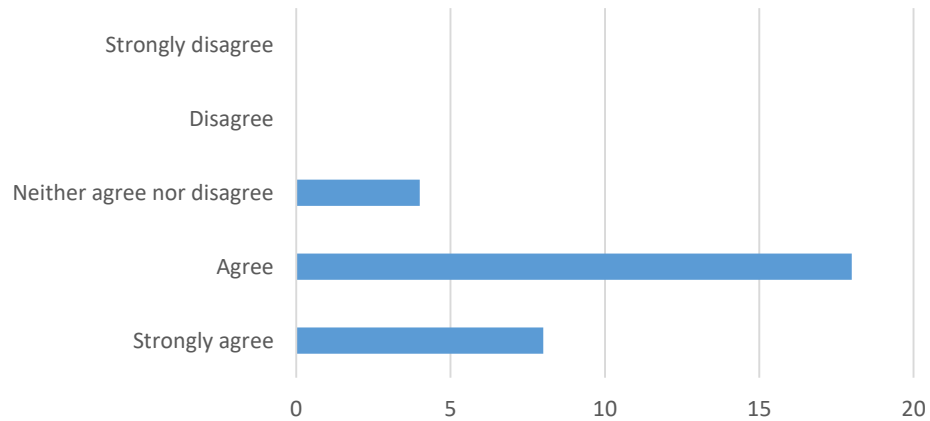
Q17. I feel safe when I provide my information to the platform



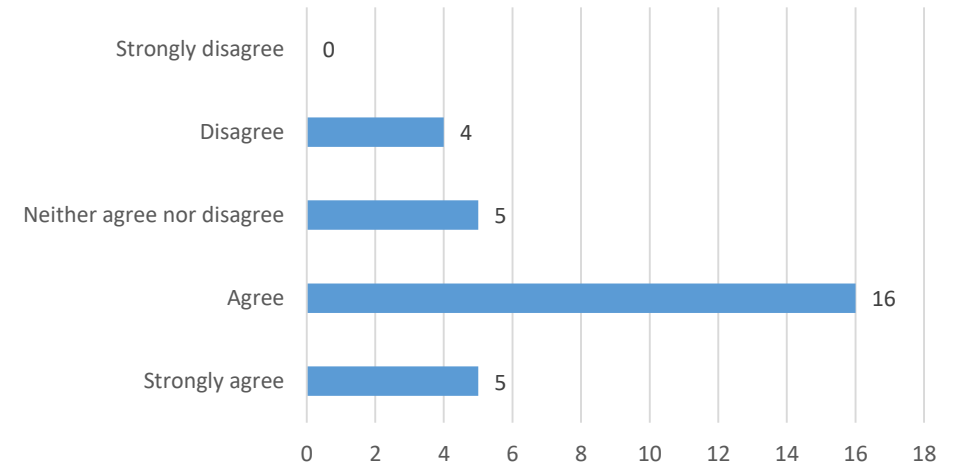
Q19. The platform creates a sense of personalization



Q18. My personal information in the platform feels secure



Q20. The platform conveys a sense of community



Comments about improvements

Answer 1: Enhance the forum tool through the possibility of multilateral communication

Answer 2: The questions are broad and sometimes it is hard to understand how they will translate into the indicator that are trying to answer. It would be useful to present the clustering results to make identification of similarities in a more easy easy manner.

Answer 3: Delegate two focal points per country, inform countries more about the methodology

Answer 5: Enhance scope

Answer 7: More level of detail and increase in frequency of webinars and knowledge sharing opportunities on the platform

Answer 8: Improve on the security of the platform. Provide a manual on how to use the platform.

Answer 9: To push countries which has projects under implmentation to update information regularly, perhaps setting deadlines from the starting up of the project

Answer 12: Thinking in a strategic goal for the platform. Asking more specific questions. Improving the dialogue and collaboration.

Answer 13: Put the platform in a another language. Summarize the questions in the most important issues.

Answer 15: Updating the information on the existing projects, example some projects are approved but on the platform ist say pending. So please update the information daily.

Answer 20: Interface could improve. Update country information.

Answer 24: Language update

Answer 29: To have an alternate focal point for verification of the results. Self-assesment is subjective in the assessment of the results. More objective results should be taken into account

Answer 30: The mechanism to elaborate the assessment report from each country must have a feedback in order to understand and improve the information complete.