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:
- Enhancing partnerships: 20%
- Checking information about projects: 48%
- Looking for methodologies or tools: 32%

Q2. I find the platform easy to learn to operate:
- Strongly agree: 22
- Agree: 4
- Neither agree nor disagree: 3
- Disagree: 1
- Strongly disagree: 0

Q3. My interaction with the platform is clear and understandable:
- Strongly agree: 5
- Agree: 22
- Neither agree nor disagree: 2
- Disagree: 1
- Strongly disagree: 0

Q4. I find the platform easy to navigate:
- Strongly agree: 6
- Agree: 22
- Neither agree nor disagree: 2
- Disagree: 0
- Strongly disagree: 0
Q5. I find the platform easy to use

- Strongly disagree: 0
- Disagree: 1
- Neither agree nor disagree: 1
- Agree: 21
- Strongly agree: 7

Q6. The platform has an attractive appearance

- Strongly disagree: 0
- Disagree: 0
- Neither agree nor disagree: 10
- Agree: 16
- Strongly agree: 4

Q7. The design is appropriate to the type of platform

- Strongly disagree: 0
- Disagree: 0
- Neither agree nor disagree: 10
- Agree: 16
- Strongly agree: 4

Q8. The platform conveys a sense of competency

- Strongly disagree: 0
- Disagree: 2
- Neither agree nor disagree: 10
- Agree: 14
- Strongly agree: 4
Q9. The platform creates a positive experience for me

Strongly disagree: 0
Disagree: 1
Neither agree nor disagree: 6
Agree: 8
Strongly agree: 15

Q10. The platform provides accurate information

Strongly disagree: 0
Disagree: 2
Neither agree nor disagree: 6
Agree: 18
Strongly agree: 4

Q11. The platform provides believable information

Strongly disagree: 0
Disagree: 1
Neither agree nor disagree: 4
Agree: 21
Strongly agree: 4

Q12. The platform provides timely information

Strongly disagree: 0
Disagree: 2
Neither agree nor disagree: 8
Agree: 17
Strongly agree: 3
Q13. The platform provides relevant information

- Strongly disagree: 0
- Disagree: 2
- Neither agree nor disagree: 3
- Agree: 19
- Strongly agree: 6

Q14. The platform provides easy to use information

- Strongly disagree: 0
- Disagree: 1
- Neither agree nor disagree: 3
- Agree: 20
- Strongly agree: 6

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

- Strongly disagree: 0
- Disagree: 2
- Neither agree nor disagree: 8
- Agree: 17
- Strongly agree: 3

Q16. The platform presents the information in an appropriate format

- Strongly disagree: 0
- Disagree: 0
- Neither agree nor disagree: 6
- Agree: 22
- Strongly agree: 2
Q17. I feel safe when I provide my information to the platform

Q18. My personal information in the platform feels secure

Q19. The platform creates a sense of personalization

Q20. The platform conveys a sense of community
# Comments about improvements

<table>
<thead>
<tr>
<th>Answer 1</th>
<th>Enhance the forum tool through the possibility of multilateral communication</th>
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<tbody>
<tr>
<td>Answer 2</td>
<td>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 manner.</td>
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<tr>
<td>Answer 3</td>
<td>Delegate two focal points per country, inform countries more about the methodology</td>
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<td>Answer 5</td>
<td>Enhance scope</td>
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<td>Answer 7</td>
<td>More level of detail and increase in frequency of webinars and knowledge sharing opportunities on the platform</td>
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<td>Answer 8</td>
<td>Improve on the security of the platform. Provide a manual on how to use the platform.</td>
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<td>Answer 9</td>
<td>To push countries which has projects under implementation to update information regularly, perhaps setting deadlines from the starting up of the project</td>
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<td>Answer 12</td>
<td>Thinking in a strategic goal for the platform. Asking more specific questions. Improving the dialogue and collaboration.</td>
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<td>Answer 13</td>
<td>Put the platform in another language. Summarize the questions in the most important issues.</td>
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<td>Answer 15</td>
<td>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.</td>
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<td>Answer 20</td>
<td>Interface could improve. Update country information.</td>
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<td>Answer 24</td>
<td>Language update</td>
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<td>Answer 29</td>
<td>To have an alternate focal point for verification of the results. Self-assessment is subjective in the assessment of the results. More objective results should be taken into account</td>
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<td>Answer 30</td>
<td>The mechanism to elaborate the assessment report from each country must have a feedback in order to understand and improve the information complete.</td>
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