



WebSurveyor Analysis:
Survey on WaterWiki

Executive Summary

This report contains a detailed statistical analysis of the results to the survey titled Survey on WaterWiki. The results analysis includes answers from all respondents who took the survey in the 9 day period from Thursday, March 15, 2007 to Friday, March 23, 2007. 28 completed responses were received to the survey during this time.

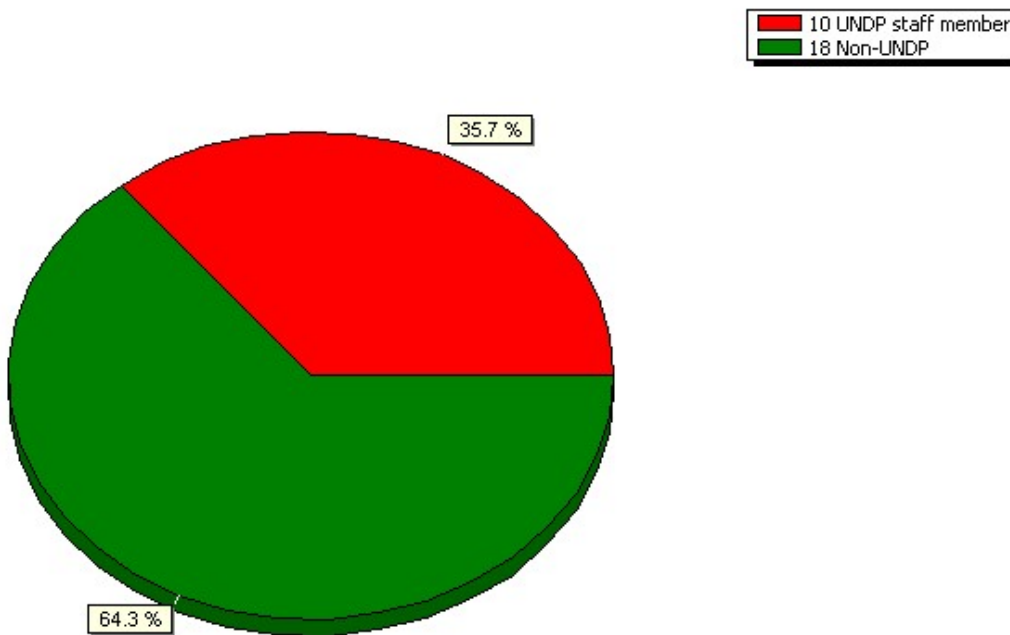
Author: The WaterWiki team

Filter:

Responses Received: 28

1) Are you a UNDP staff member?

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2) How often do you use the following UNDP Knowledge Management Tools?

(Percentages)	Almost Daily	Weekly	Monthly	Sporadically	Never
UNDP Practice Workspace	40.0%	20.0%	10.0%	30.0%	0.0%
UNDP Intranet	50.0%	10.0%	20.0%	20.0%	0.0%
UNDP Public Websites	20.0%	30.0%	20.0%	20.0%	10.0%

UNDP Knowledge Connection / Consolidated Reply	20.0%	50.0%	10.0%	20.0%	0.0%
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3) How useful do you find the following UNDP KM tools?

(Percentages)	Very useful	Somewhat useful	Neutral	Not really useful	Not useful at all
UNDP Practice Workspace	30.0%	30.0%	40.0%	0.0%	0.0%
UNDP Intranet	30.0%	60.0%	10.0%	0.0%	0.0%
UNDP Public Websites	10.0%	40.0%	30.0%	10.0%	10.0%
UNDP Knowledge Connection / Consolidated Reply	60.0%	20.0%	20.0%	0.0%	0.0%

4) Which of the following is the likeliest way that you find information on water related issues in the Europe and CIS region?

(Percentages)	Most likely	Somewhat likely	Neutral	Not really likely	Not likely at all
Through a Google (or similar search-engine) search	71.4%	14.3%	10.7%	3.6%	0.0%
From the UNDP global public website http://www.undp.org/	15.4%	23.1%	46.2%	11.5%	3.8%
From the UNDP country office public website (http://www.undp.org/countries/)	12.0%	20.0%	28.0%	32.0%	8.0%
From the RBEC public website (http://europeandcis.undp.org/)	16.0%	16.0%	40.0%	16.0%	12.0%
From the UNDP global intranet (http://intra.undp.org)	15.4%	0.0%	34.6%	15.4%	34.6%
From the UNDP regional intranet (http://intra.undp.org/rbec)	0.0%	37.5%	29.2%	4.2%	29.2%
From the public websites of other UN organizations (such as UNEP, UNESCO etc)	29.6%	14.8%	40.7%	11.1%	3.7%
From the public websites of other international organizations (such as World Bank, IMF etc)	22.2%	33.3%	29.6%	11.1%	3.7%
Other	53.3%	6.7%	33.3%	6.7%	0.0%

Comment Responses:

Other: www.icpdr.org
Many websites are obscure and barely readable, even if the information is there you sometimes can't find it
OECD is very useful
Through of Network Global Water Partnership

5) Which of the following type of information is useful to you in your work?

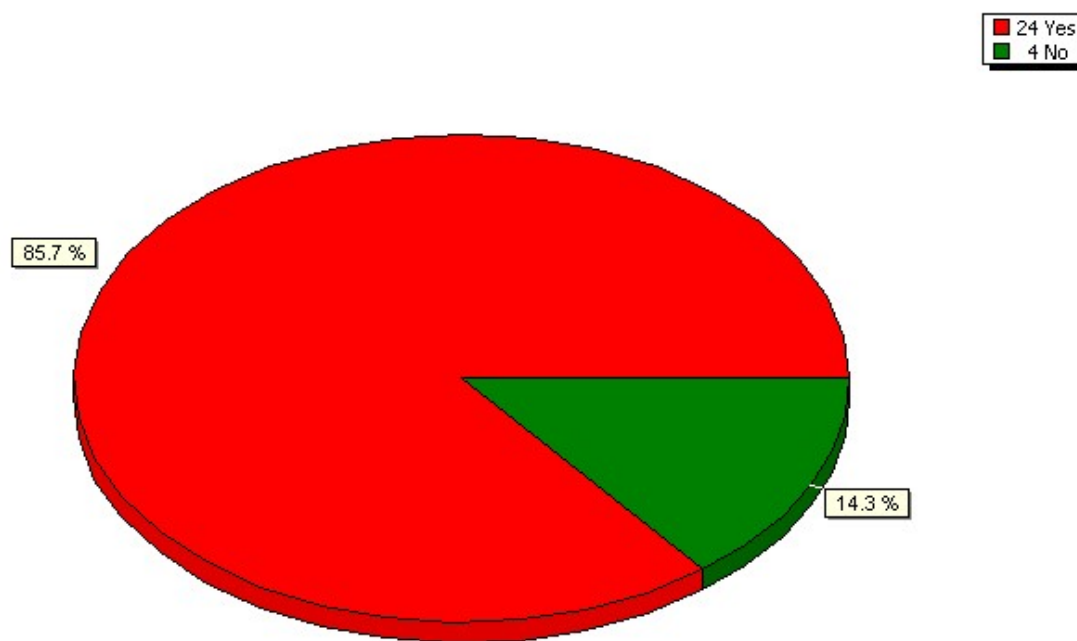
(Percentages)	Very useful	Somewhat useful	Neutral	Not really useful	Not useful at all
Updates on UNDP water projects	40.7%	44.4%	14.8%	0.0%	0.0%
Updates on other (non-UNDP) water projects	30.8%	42.3%	26.9%	0.0%	0.0%
New reports and publications by UNDP	48.1%	29.6%	18.5%	0.0%	3.7%
New reports and publications by other (non-UNDP) organizations	40.7%	44.4%	11.1%	0.0%	3.7%
Upcoming events / meetings	37.0%	48.1%	14.8%	0.0%	0.0%
Directory of CoP members	19.2%	34.6%	30.8%	11.5%	3.8%
Directory of organizations and institutions	38.5%	23.1%	26.9%	11.5%	0.0%
Experts roster	23.1%	34.6%	26.9%	11.5%	3.8%
Links to relevant websites	40.0%	32.0%	24.0%	4.0%	0.0%
Reusable knowledge such as lessons learnt, tested methods, case-studies and analysis, experiences etc	66.7%	25.9%	7.4%	0.0%	0.0%
Ability to upload and share information from your office	36.0%	36.0%	20.0%	8.0%	0.0%
Other	14.3%	7.1%	71.4%	0.0%	7.1%

Comment Responses:

I am a UNDP but not RBEC person
networking is most valuable for me and materials

6) Have you ever used WaterWiki?

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7) What do you use WaterWiki for?

(Percentages)	Most likely	Somewhat likely	Neutral	Not really likely	Not likely at all
To find information on UNDP projects	43.5%	30.4%	13.0%	8.7%	4.3%
To find information on other (non-UNDP) projects	26.1%	39.1%	26.1%	4.3%	4.3%
To find information on UNDP reports and publications	27.3%	45.5%	13.6%	9.1%	4.5%
To find information on other (non-UNDP) publications	13.0%	47.8%	26.1%	8.7%	4.3%
To find water related facts and statistics	25.0%	37.5%	29.2%	8.3%	0.0%
To find information on water related conventions, laws and treaties	22.7%	31.8%	31.8%	9.1%	4.5%
To find reusable knowledge (lessons learnt, tested methods, case-studies and analysis, experiences etc)	34.8%	47.8%	13.0%	0.0%	4.3%
To find information on events (workshops, meetings, conferences)	13.6%	40.9%	40.9%	0.0%	4.5%

To find contact details of CoP members / colleagues	18.2%	45.5%	22.7%	4.5%	9.1%
To find information on the water profile of a country	43.5%	30.4%	13.0%	0.0%	13.0%
To find water-related articles	16.7%	58.3%	20.8%	0.0%	4.2%
To find information on organizations and institutions	13.0%	39.1%	39.1%	0.0%	8.7%
To share information	26.1%	26.1%	26.1%	13.0%	8.7%
As a collaborative tool (workspace)	21.7%	21.7%	39.1%	0.0%	17.4%
Other	0.0%	0.0%	80.0%	0.0%	20.0%

Comment Responses:

To explore the utility of starting up a similar wiki in our region

8) How often have you uploaded the following on WaterWiki?

(Percentages)	Once	Between 2 to 5 times	Between 6 to 10 times	>10 times	Never
Your project information	26.1%	34.8%	4.3%	4.3%	30.4%
Reusable knowledge such as lessons learnt from your project and experiences	18.2%	40.9%	4.5%	0.0%	36.4%
Publications and reports	15.8%	31.6%	10.5%	0.0%	42.1%
Your contact information	38.1%	38.1%	0.0%	4.8%	19.0%
Information on water issues in your country	9.5%	23.8%	0.0%	0.0%	66.7%
Articles and concepts on water	5.3%	26.3%	0.0%	5.3%	63.2%
Upcoming events / meetings	5.6%	11.1%	0.0%	5.6%	77.8%
Other	15.4%	15.4%	15.4%	0.0%	53.8%

9) Which of the following would make it easier for you to share / upload your information on WaterWiki?

(Percentages)	Very useful	Somewhat useful	Neutral	Not really useful	Not useful at all
If WaterWiki is made technically easier	27.3%	18.2%	31.8%	22.7%	0.0%
If you get basic training on how to use WaterWiki	15.8%	5.3%	52.6%	26.3%	0.0%
If you get rewarded to upload information	5.6%	11.1%	50.0%	16.7%	16.7%
If you would be convinced that other colleagues would read and use your information	38.1%	42.9%	14.3%	4.8%	0.0%

If you had more time	60.9%	17.4%	13.0%	8.7%	0.0%
If you had an assistant who would type up the information in WaterWiki for you	36.4%	27.3%	13.6%	13.6%	9.1%
If uploading information on WaterWiki is a requirement of your RCA / ToR / performance assessment	20.0%	20.0%	30.0%	25.0%	5.0%
Other	20.0%	0.0%	70.0%	0.0%	10.0%

Comment Responses:

Send out periodic reminders to upload content
finding the information there usefull for my project is the ONLY criteria that would motivate me
If relevant information is uploaded once could be made accessible also under different relevant heading. E.g. Water K Fair had broad info about projects, lessons learnt, etc. yet info cannot be accessed under projects, lessons learned, etc.
small number of uploads is due to teh fact that we have only one project that has a water related component and not because of technical and other difficulties
GETting statistics on users, their countries of origins, number of hits per article/type of information/country would be a good incentive to prepare and upload information

10) How do you find the following aspects of WaterWiki?

(Percentages)	Very useful	Somewhat useful	Neutral	Not really useful	Not useful at all
Overall content	31.8%	45.5%	22.7%	0.0%	0.0%
Help page http://europeandcis.undp.org/WaterWiki/index.php/Help	26.1%	39.1%	30.4%	4.3%	0.0%
Navigation	27.3%	22.7%	27.3%	22.7%	0.0%
Ease of use	13.6%	45.5%	22.7%	18.2%	0.0%
Ease of finding information	13.6%	45.5%	13.6%	27.3%	0.0%
Look and feel	18.2%	36.4%	27.3%	18.2%	0.0%
Presentation of the content	13.0%	47.8%	21.7%	13.0%	4.3%
Relevance of content	30.4%	43.5%	21.7%	4.3%	0.0%

11) If you do not use WaterWiki, why not?

(Percentages)	Most likely	Somewhat likely	Neutral	Not really likely	Not likely at all
Not aware of it	100.0%	0.0%	0.0%	0.0%	0.0%
Don't find it easy to use	0.0%	0.0%	100.0%	0.0%	0.0%
The content has no relevance for me	0.0%	0.0%	100.0%	0.0%	0.0%

It is hard to find anything (navigation and search issue)	0.0%	50.0%	50.0%	0.0%	0.0%
Don't have time to use it	50.0%	0.0%	50.0%	0.0%	0.0%
Have other sources for the same information	0.0%	0.0%	100.0%	0.0%	0.0%
Don't have the right IT tools (such as internet, high speed connection etc)	0.0%	0.0%	50.0%	0.0%	50.0%
Other	0.0%	0.0%	100.0%	0.0%	0.0%

12) How should WaterWiki be improved?

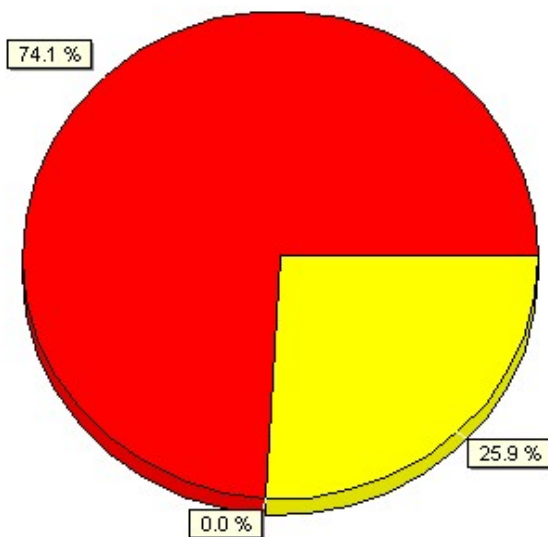
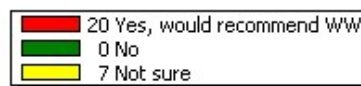
(Percentages)	Very Important	Somewhat Important	Important	Not Very Important	Not Important At All
Should be regularly updated	64.0%	24.0%	8.0%	0.0%	4.0%
Should have an events section	52.2%	26.1%	17.4%	0.0%	4.3%
Should have a discussion forum	29.2%	25.0%	29.2%	4.2%	12.5%
Should have a database-like structure	34.6%	15.4%	42.3%	7.7%	0.0%
Should have a more advanced search function	52.0%	28.0%	16.0%	4.0%	0.0%
Should focus more on reusable knowledge such as lessons learnt and experiences	61.5%	26.9%	11.5%	0.0%	0.0%
Should have an alerts/notification system when there is a new addition to a page/topic of your interest	52.0%	32.0%	12.0%	0.0%	4.0%

Comment Responses:

Definite focus on metadata to facilitate searches and measure where content is missing, should survey users on what thematic areas they would really use water wiki to find information, perhaps more knowledge fair-like events to generate use, branding!
No Comments
Perhaps a forum connected to each profile...

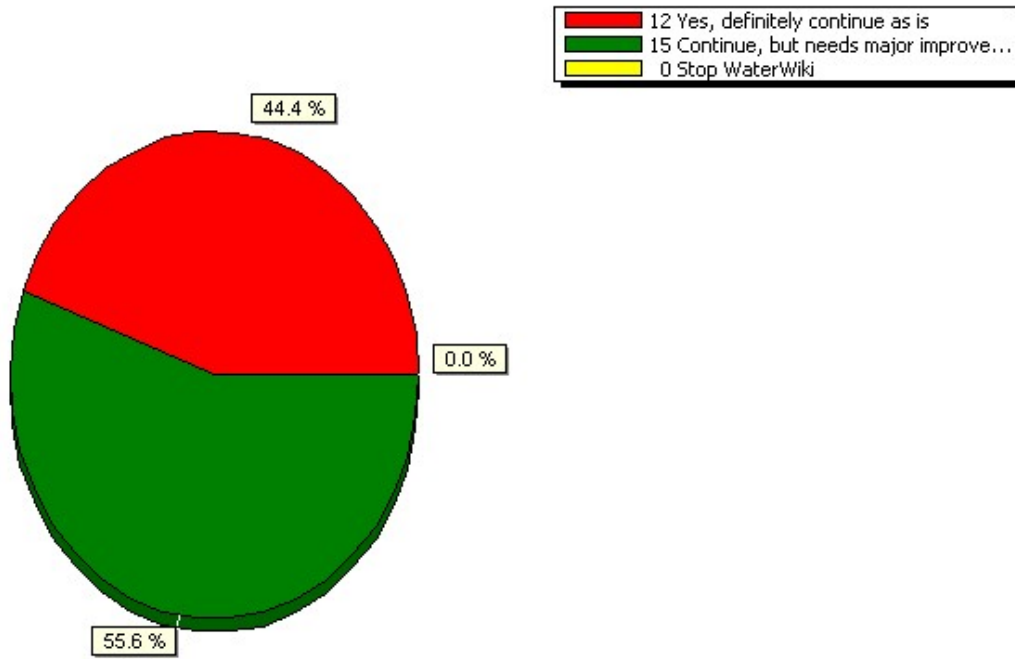
13) Would you recommend WaterWiki to someone else?

13) Would you recommend WaterWiki to someone else?



14) Do you think WaterWiki should be continued?

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