



IBP Knowledge Gateway - User Feedback

Collaborative Workspace Survey Undertaken for the IBP Knowledge Gateway October 2006, WHO/RHR¹

Members of the Implementing Best Practices in Reproductive Health (IBP) Initiative collected survey responses in an effort to find out general information on your Internet usage as well as specific feedback on how useful the IBP/ECS Knowledge Gateway is to you. We would like to thank all of you who took the time to provide your feedback, and we are happy to now share the results with you. Below you will find quantitative results of the survey.

The first section of the survey covers respondent characteristics and questions about general Internet use. The second section covers questions specifically related to the IBP/ECS Knowledge Gateway including participant suggestions for improving the Knowledge Gateway.

The 255 people who responded to the survey came from 64 countries (Fig. 1); 56% of survey respondents are currently working in less developed countries and 41% are working in more developed countries. Participants represented a wide variety of organizations including academic and research institutions, faith-based organizations, health organizations, NGOs and news media.

Most people access the Internet for work-related activities either at work (44%) or at their own home (25%), although 10% of people use an Internet cafe and 6% use a library. The majority of people spend more than four hours on the Internet each week. Slightly more than half (54%) of people working in less developed countries spend more than four hours per week on the Internet compared to 69% of people working in more developed countries (Fig. 2).

Many respondents reported that ease of navigation (80%) and simplicity (67%) are the two most important factors that make a website useful. Other important factors include easy-to-understand language (42%) and printer-friendly option (42%). Factors that make a website less useful to people include difficulty navigating (80%), slow to use (67%), complicated (38%), content that is too technical (27%), slow printing time (23%), and too many graphics/photos (25%).

Regardless of work location, most people use Internet searches (93%) and web sites (83%) to look for information related to their work. Many people also look to journal articles (78%), friends/colleagues (65%), and books (57%) for work-related information.

Only 20% of respondents have trouble finding reliable information needed to support their work. However, 55% of survey participants in less developed countries have trouble finding up-to-date information, compared to only 32% of participants working in more developed countries.

Eighty-six percent of the survey respondents receive weekly Global Community e-mails. Most find the content of the weekly e-mails very relevant (40%) or somewhat relevant (57%) to their own work.

The majority of respondents were satisfied with the amount of discussion that takes place within the IBP Global Community. Of the 207 people who answered this question, 75% said there was the right amount of discussion, 15% said there was not enough, and 10%

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said there too much discussion.

Only 32% of survey respondents have visited the library in any of the IBP/ECS Communities. Of the 79 respondents who visited a community library, 77% found the materials for which they were looking.

The reasons participants gave for visiting the library were diverse. However, many noted that they visited the library in order to look for (and download) more detailed information on specific topics. Some of the reasons that people gave for visiting the library include:

- To find types of communication activities going on in different parts of world.
- To find information on country specific actions and updates.
- To find relevant training, tools and research material for health.
- To get experience in order to document best practices for our setting.

Out of 243 people who answered questions on this subject, 39% reported having responded to messages sent out through the IBP/ECS Knowledge Gateway or actively participating in an online discussion. Seventy-one percent used e-mail as their primary means of communication, 22% used a combination of e-mail and online, and 7% communicated primarily online.

Of the 241 people who answered this question, 73% reported sharing emails received through the IBP/ECS Knowledge Gateway with colleagues or co-workers.

Most of the survey respondents have used or plan to use resources or practices shared through the IBP Communities in their work. Of the 248 respondents who answered this question, 42% have already used resources or practices shared through IBP in their work and another 40% plan to do so in the future.

Eighty-one percent of the 232 respondents that answered this question reported that participation in the IBP Global Community or other IBP Communities has improved their own knowledge and practices.

Out of 205 respondents who answered, 193 people reported that the IBP/ECS Knowledge Gateway definitely (41%) or somewhat (53%) meets its goal of generating meaningful, relevant, timely discussion about effective practices in reproductive health.

Survey respondents gave many suggestions for improving the IBP/ECS Knowledge Gateway. Although the suggestions covered a broad range of topics, many touched on the following topics:

- Ensure that URLs links are provided with each item in the weekly newsletter to the IBP Global Community.
- Have a leader to pose questions and lead discussions each week/month.
- Make the Knowledge Gateway more user-friendly.
- Make it easier to share documents within libraries of different communities.
- Improve the search options.
- Share more experiences with implementing best practices in the field.
- Expand to other languages.

Thank you again to all who participated in this survey. Your feedback is valuable and will help us improve the IBP/ECS Knowledge Gateway.