

UN-REDD Workspace Survey Results

UNDP, March 2011

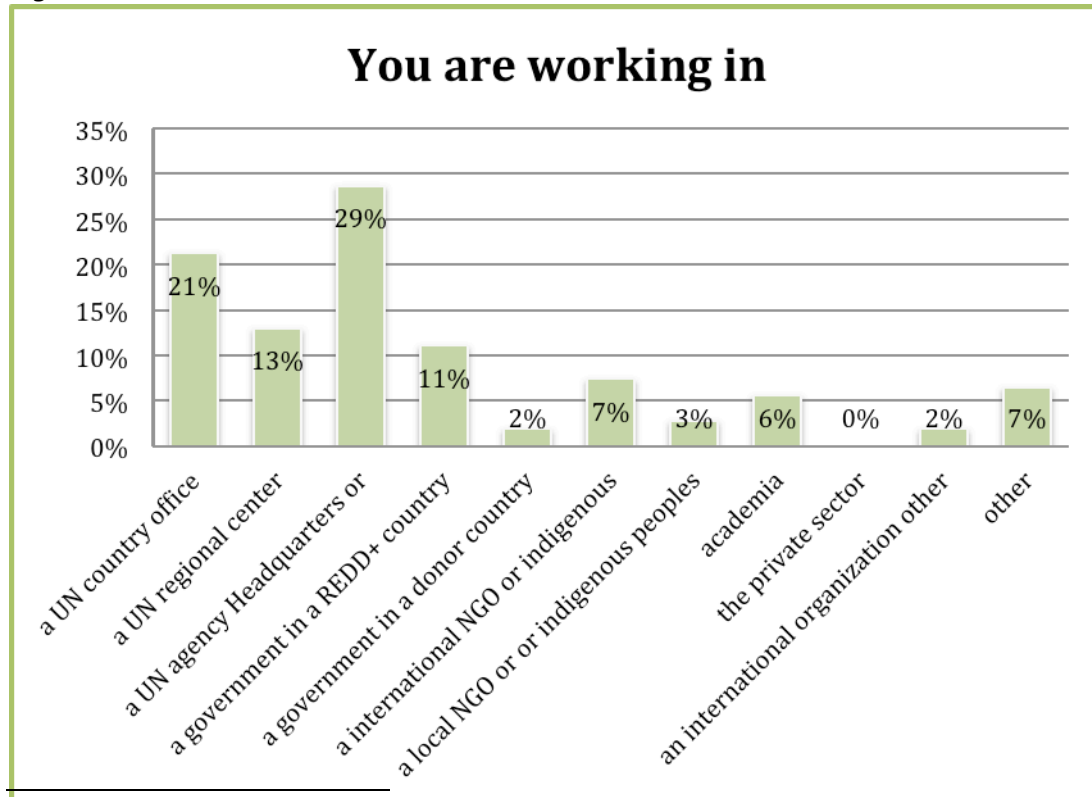
From 14 January to 14 February the UN-REDD programme conducted a user survey about its online collaborative knowledge platform, the “workspace” (www.unredd.net). The survey was designed using a free online survey and questionnaire tool (“[Survey Monkey](#)”) and advertised only to workspace users via emails and on the workspace itself. The survey is anonymous.

The workspace currently has over 650 members, and 108 of them completed the survey. The results below present i) user’s quantitative responses to the survey, ii) representative points and suggestions raised and iii) initial responses by the UN-REDD Programme.

1. Who are workspace users?

Users who took the survey in majority work in UN country offices, regional centers and headquarters (63%)¹.

Figure 1



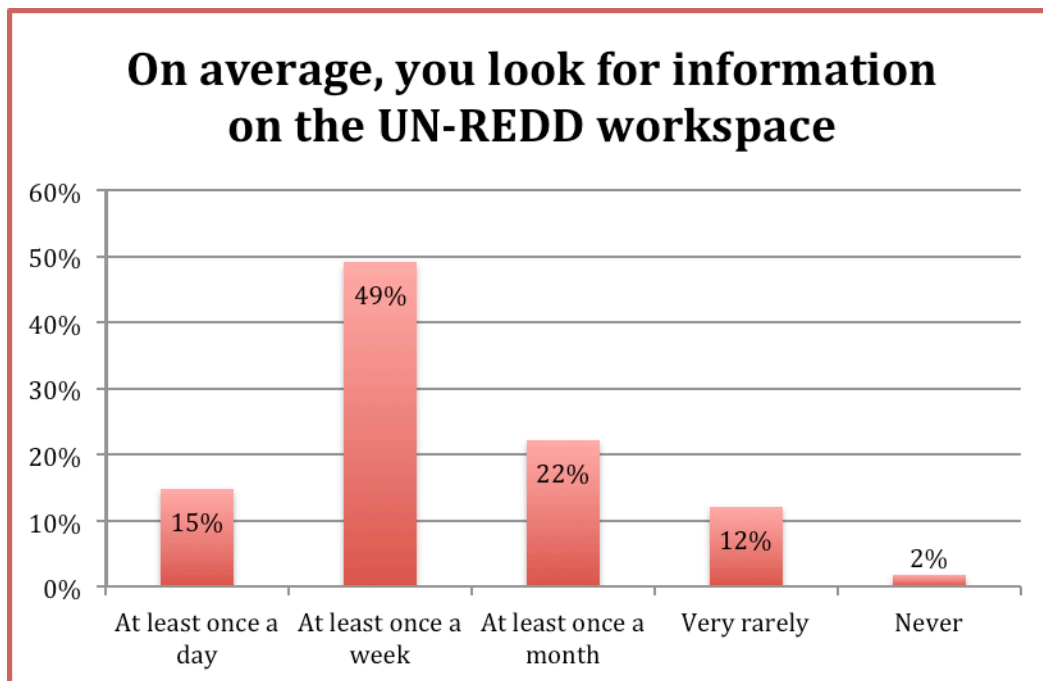
¹ As a point of reference, UN personnel represent 45% of the workspace total membership.

2. How do you use the workspace?

The workspace can be used both passively (looking for information) and actively (sharing documents and updates).

As seen in figure 2, close to half (49%) of users who took the survey look for information on a weekly basis, while 14% rarely or never look for it.

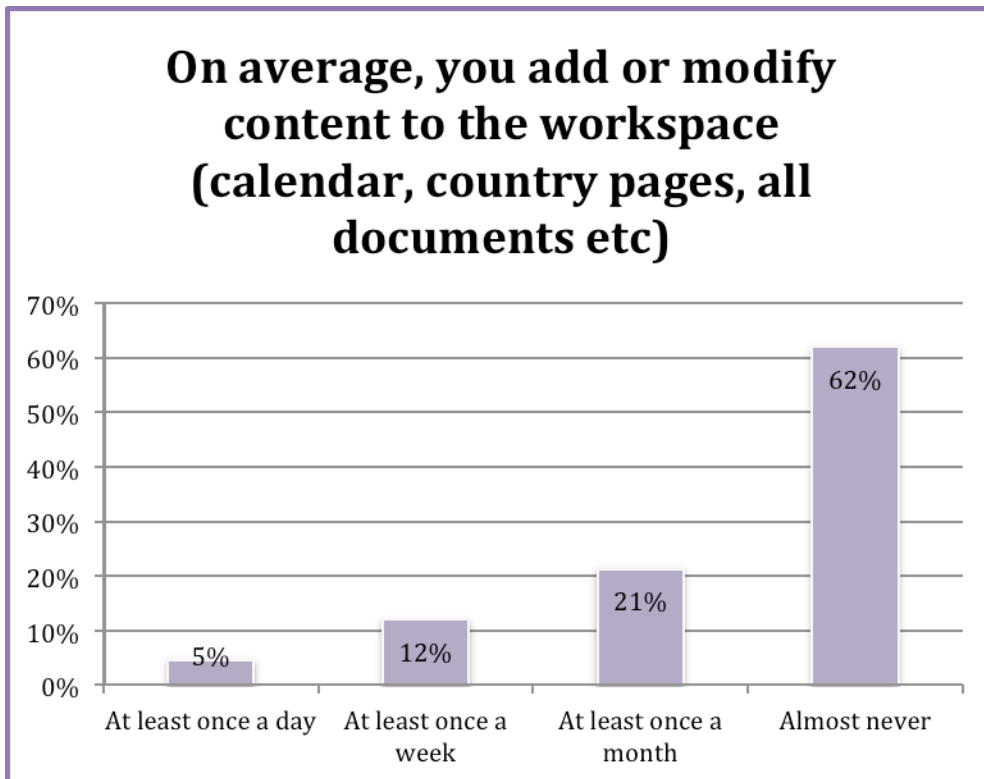
Figure 2



Disaggregated analysis showed that these percentages are similar among different types of users (UN, government, civil society, etc).

However the majority of workspace users who took the survey do not actively share information (62%).

Figure 3



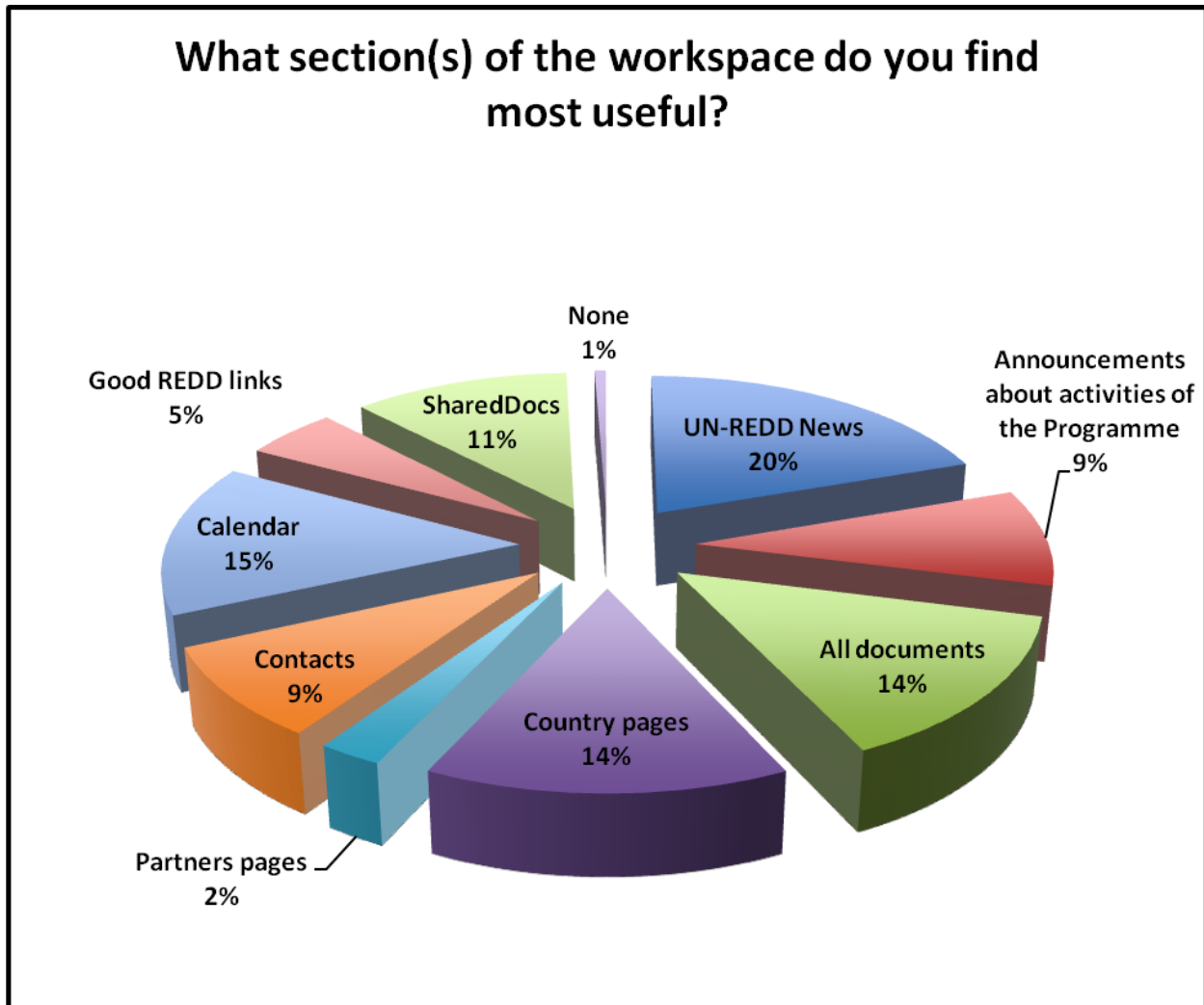
Disaggregated data indicated that the proportion of UN users who modify contents at least once a month is 48% (compared to 38% in the general membership s per figure 3), making them the most active users.

3. Digging into different features

3.1 What section(s) do you find most useful

The workspace comprises a number of sections, as shown in Figure 4 below. Users indicated that the most useful sections are: the UN-REDD news (media coverage of REDD+ internationally and in REDD+ partner countries); the [calendar](#), which showcases meetings, missions and other events; [all documents](#), the repository for all documents including those pertaining to national and global programmes (see 3.2); and the [country pages](#) (see 3.3) . Note that [SharedDocs](#), an online system to collaboratively work on documents, is currently only accessible to a limited number of users.

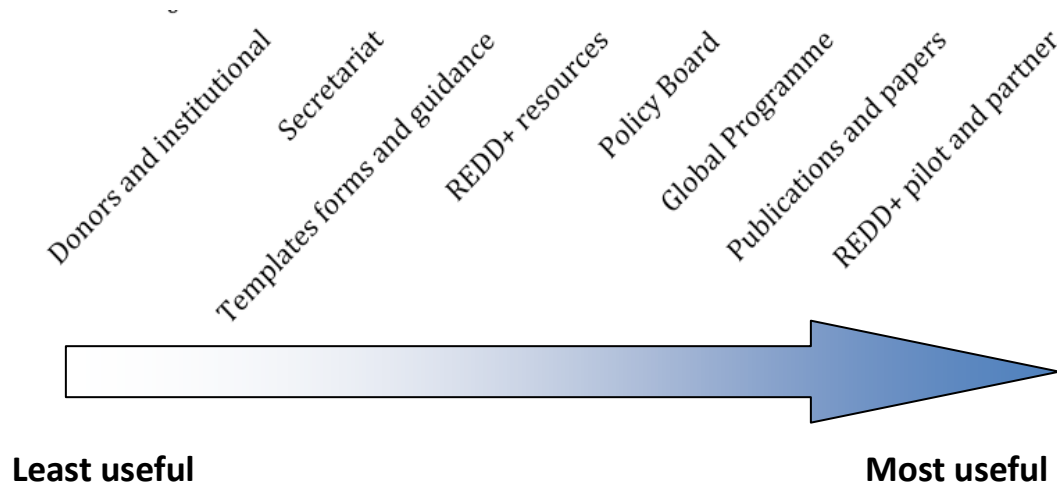
Figure 4



3.2 All Documents

[All documents](#) is a repository for documents. It currently holds over 3,500 documents organized in eight folders and a significant number of sub-folders. Figure 5 below displays how each folder ranked among users in terms of usefulness. The most useful sections was deemed to be the [“REDD+ pilot and partner countries”](#) folder which currently holds over 800 documents pertaining to national UN-REDD programmes and activities in other UN-REDD partner countries. The least useful – and least updated – folder is currently the one pertaining to donor and institutional partners.

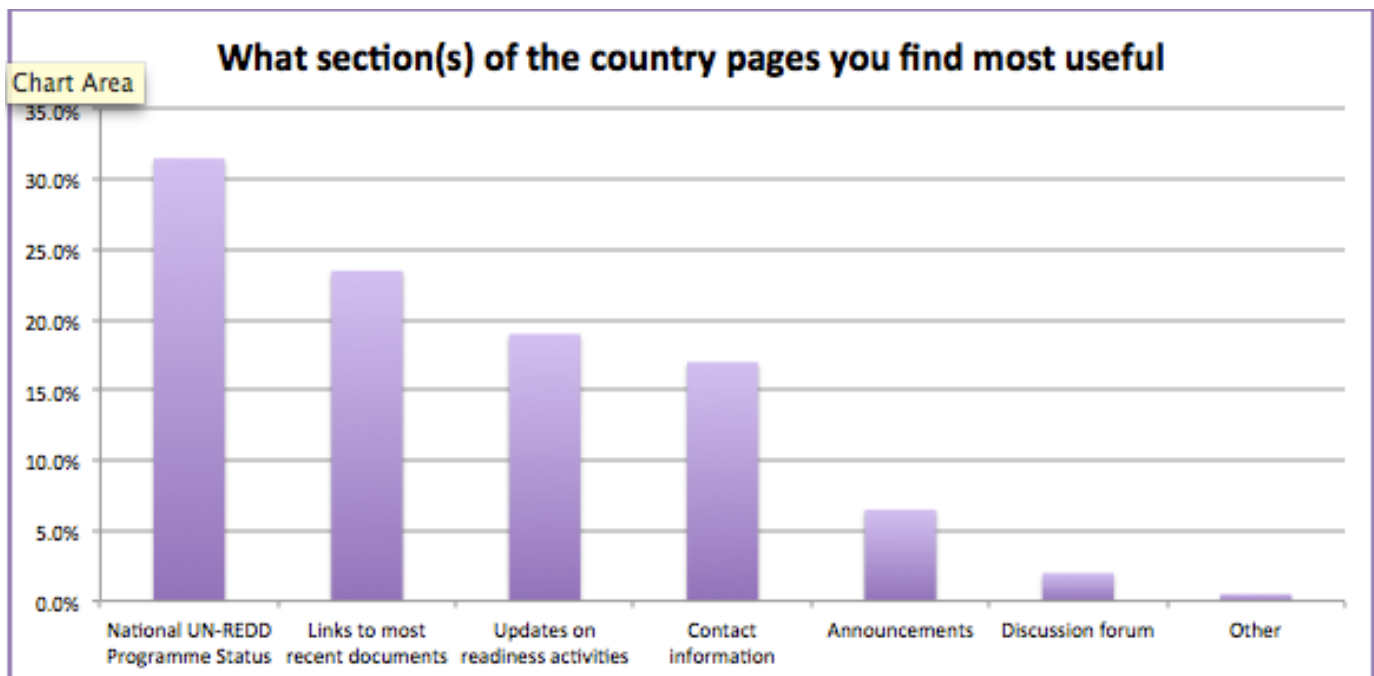
Figure 5 : What folder under all documents do you find most useful (ranked from least to most)



3.3 Country pages

These pages, under the [“In countries” section](#), offer a range of information, including contact information, a list of the last 10 documents related to this country, the status of the national UN-REDD Programme, updates on readiness activities, announcement and a discussion forum. Users were allowed multiple responses and found that information on the status of the Programme, easy link to recent documents were most useful. The discussion forum was found of least interest, reflecting the current very low level of activity.

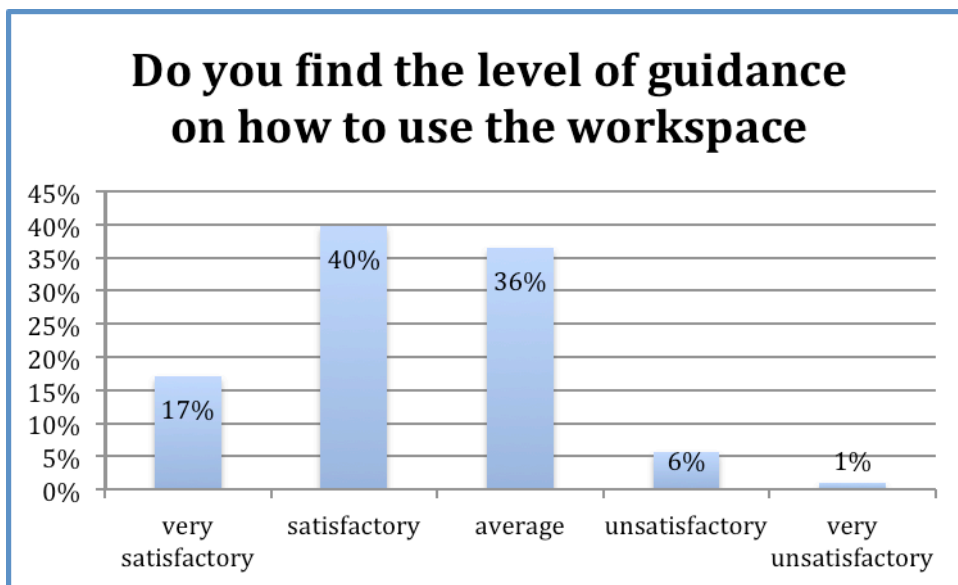
Figure 6



4. How do we support you?

The next section of the survey related to the support and guidance to users. The level of guidance was found generally satisfying, with 57% of users qualifying it as satisfactory or very satisfactory.

Figure 7



Twenty survey participants chose to add specific comment about their satisfaction with the level of guidance. The following is a summary of the most statistically relevant remarks and initial response from the Workspace team:

4.1 Beyond uploading documents, the usage of the workspace is too technical to be used more often (adding contact information or modifying a document were cited as examples), and users were “unsure” on how to use it

Response: *we are developing mini-video tutorials and placing help buttons throughout the pages, pointing to specific guidance, to ease your experience.*

4.2 The workspace should be in languages other than English.

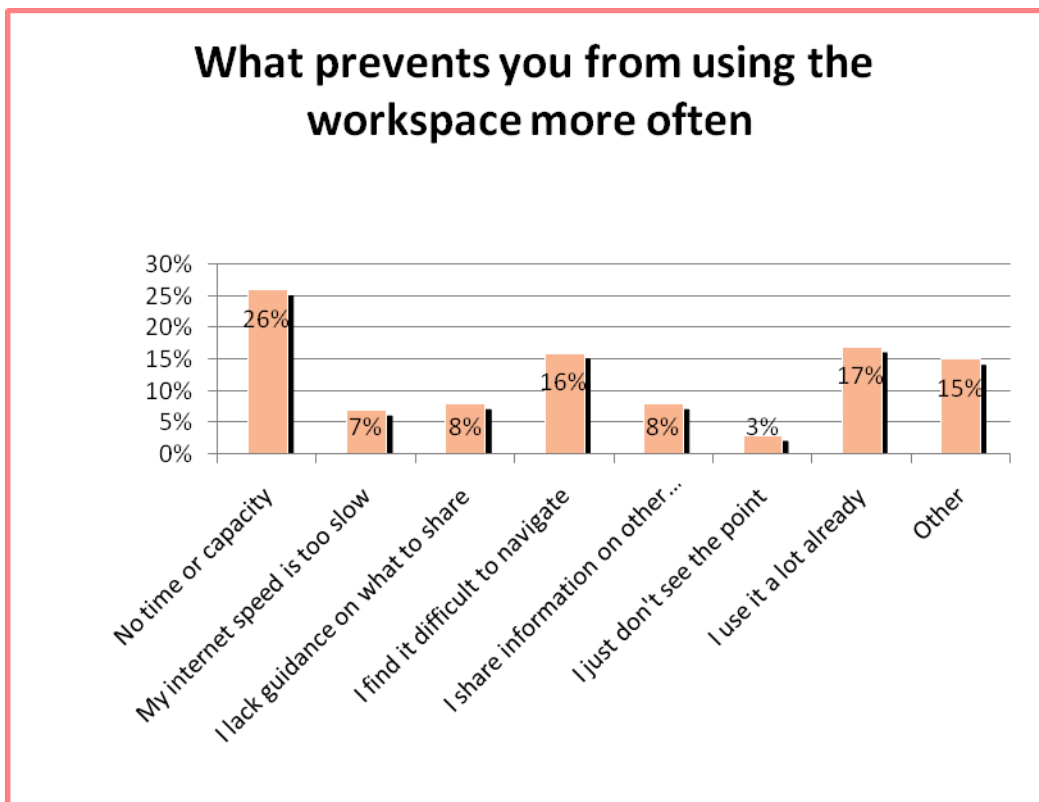
Response: *we had now added a button that automatically translates all pages contents into French, Spanish, Portuguese, Thai, Vietnamese, Indonesian and Arabic. Please note that this is done automatically through a software, and that the translations may therefore be imperfect. Also note that documents can be searched by language.*

4.3 Users pointed that the “Tip of the week” and ‘Tech Corner’ are a “great help” and commended the “dedicated and supportive team behind the workspace” and “excellent support when one asks for it.”

Response: thank you.

4.4 To the question on what prevents users from engaging with the workspace more, users chose “no time or capacity” (26%), “difficulties to navigate” (16%) and “I use it a lot already” (17%) (Figure 8)

Figure 8



Twenty-six users further explained what prevented them from using the workspace more often. Below are the most statistically significant points², grouped and responses

² Only comments that were raised by two users or more are summarized here.

4.4.1 The difficulty of finding project documents; the inadequacy of the search button; the workspace being “hard to navigate” with “too much information” and a “not very user friendly” lay-out. Others praised the “dedication, quantity and quality of information that is sustainably put across.”

Response : *The volume of information is expected to increase, which we consider a positive trend. We are currently investing into improving the search function and make the vast volumes of information more readily accessible. Kindly note that we cannot currently use a Google feature since the site is password-protected.*

4.4.2 Logging-in difficulties

Response: *please report these to admin@unredd.net and a new log in and password can be provided*

4.4.3 Incentive lack to use the workspace

Response: *If you’ve ever found relevant information on the workspace, that for example has informed you and helped you avoid duplication of work, keep in mind that the information that you actively share yourself may be of much relevance to others. One option we’re exploring to encourage and reward sharing of knowledge is the ability for users to leave more feedback, and facilitate more dynamic and substantive discussions about ongoing efforts as well as lessons learned.*

4.4.4 Difficulties in sharing documents in SharedDocs

Response: *we are exploring whether a DropBox like system would be better suited*

5. The future

Twenty-seven of the 108 participants responded to the question of “Please describe what additional/modified features you would like the workspace to offer”. Comments are summarized below³.

5.1 Finding certain documents or information can be “time-consuming and difficult”, there is too much information” which is “not organized in a user-friendly manner” and “difficult to search”

Response: *please see 4.4.1 above*

5.2 There should be an easier collaborative document editing function, similar to Google docs, so that it is not necessary to download what people want to edit.

Response: *please see 4.4.4*

5.3 A wiki-able contacts and profile page that can be updated by the individual users, for information relevant to them

Response: *contact information can be updated by individual users by clicking on the orange pencil icon.*

5.4 Easier navigation and more graphic displays, including maps

Response: *We are examining how to have implement this to facilitate browsing.*

5.5 Users suggested for the workspace to be “open access” as to it would attract more attention from all stakeholders, and promote transparency, especially with regard to “News and information on REDD+ “. In a similar vein, users suggested to have “better integration with the public website”.

Response: *To date no person who has requested a login and password has been denied access. The “All documents” section is generally open to anyone with or without login information, but folders and documents can be modulated to restrict access. We strive to have news and the most relevant information and documents replicated on the UN-REDD public website on a regular basis, and will enhance this effort.*

³ Only comments that were raised by two users or more are summarized here.

5.6 It would be interesting to receive a summary of how frequently different uploaded items were accessed.

Response: *Each document has a ticker, visible by all, that indicates the number of times it has been downloaded. Statistics gathered for July- December 2010 indicated that the median document download is 7 times. We'll publish these statistics on a regular basis.*

5.6 Nature of the information: demand for "More technical issues" and information on international negotiations"

Response: *we'll strive to facilitate more inputs from users on these topics*

5.8 The Calendar should work also for other time zones and link to the corporate calendars of the agencies.

Response: *we're examining how to accommodate this*

5.9 In "All documents", there should be direct links to MS Office or double clickable files, as in a directory

Response: *files can be double-clicked to download*

5.10 A number of users lamented the lack of use of the discussion forum, and hoped to see more entries, such as "More day-to-day detail on UN-REDD activities such as working groups, meetings" in the calendar or through the discussion forum

Response: *We'll provide the tools to encourage your participation. The challenge is also yours!*

5.11 In your eyes, what is the workspace for?

Users indicated that the workspace is most important to find information on UN-REDD programme activities (38%), finding news and updates (25%), improving collaboration (20%) and strengthening the UN-REDD partnership.

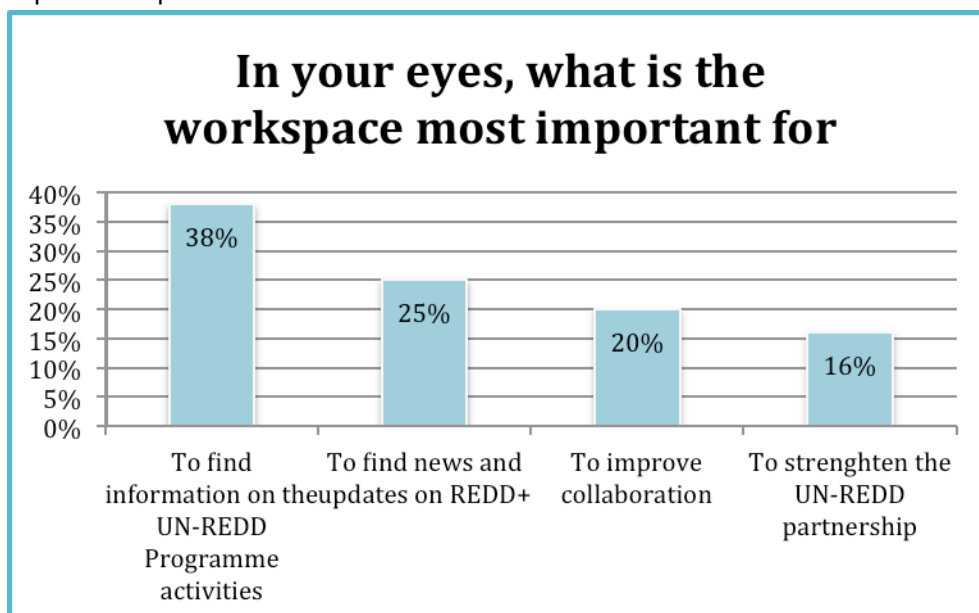


Figure 9

6. Conclusion

The workspace team extends its sincere thanks to those of you who took the time to complete the survey.

The results of this survey show that there is a will to see the workspace improve and become the UN-REDD Knowledge sharing tool it seeks to be. We will continue to improve the workspace, so that information is easily accessible, and that knowledge is created and shared through more fluid information exchange systems.

Your feedback is welcome at any time at admin@unredd.net.