

UN-REDD PROGRAMME



Empowered lives.
Resilient nations.



Workspace Survey Results

UN-REDD PROGRAMME

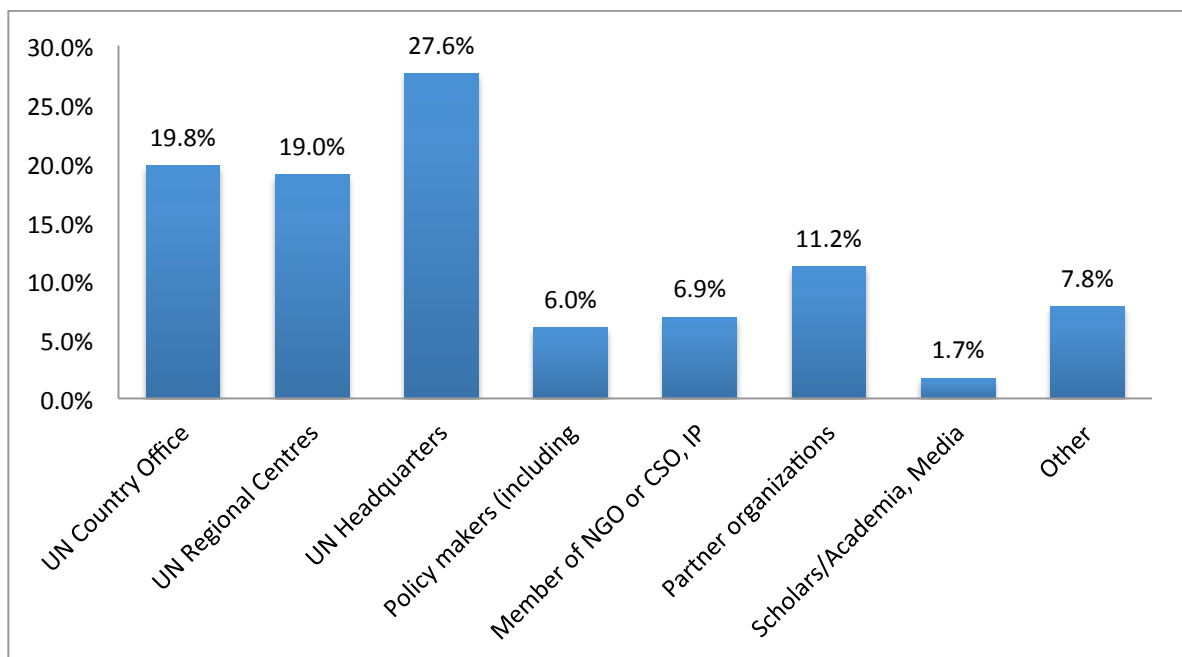
September 2013

From May to July 2013, the UN-REDD Programme conducted a user survey for its online collaborative knowledge platform, the “workspace” (www.unredd.net). The survey was designed using the free online survey a questionnaire tool “[Survey Monkey](#)” and advertised only to workspace members through emails, the workspace and the Mini Roundup newsletter. The last survey was conducted in March 2011 and the results can be found [here](#). Both surveys are anonymous.

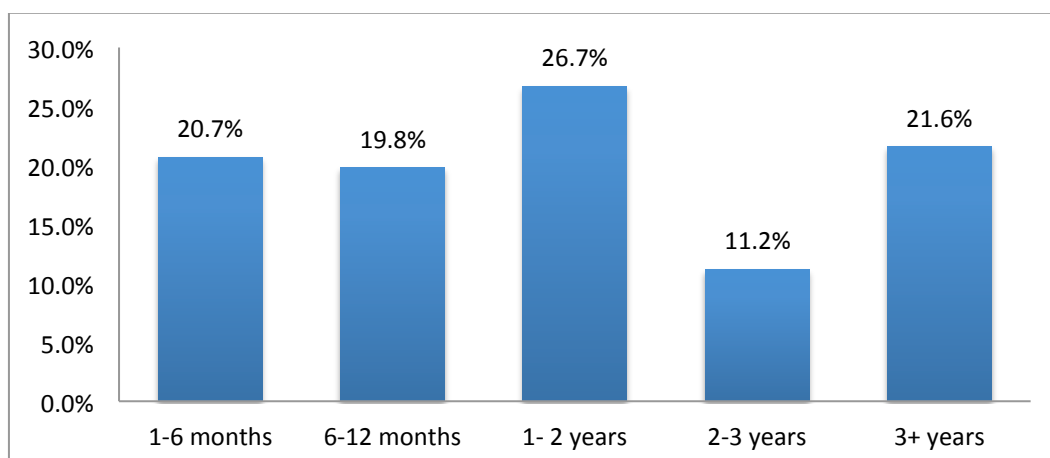
At the time of the survey, the workspace had 1,100 users and 116 of these users took the survey. The results below present user’s quantitative responses to the survey and additional comments that were raised.

1. Who are the workspace users?

The majority of workspace survey participants identified themselves as UN personnel (66.4%)¹.

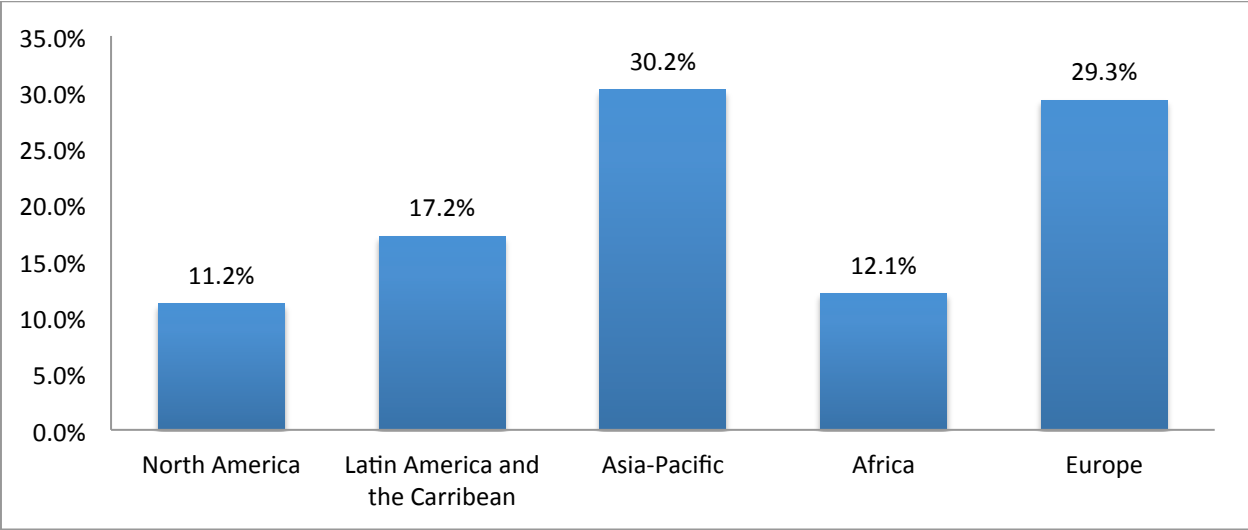


To better understand the profile of respondents, they were asked to document the duration of their workspace membership. A large percentage (21%) have been members for only 1-6 months, and nearly the same percentage (22%) have been members for over three years. The majority (27%) have been members for 1-2 years.



¹ UN personnel represent 48% of total workspace membership

Respondents also identified their location by region. The bulk of survey respondents are from the Asia-Pacific region and Europe.

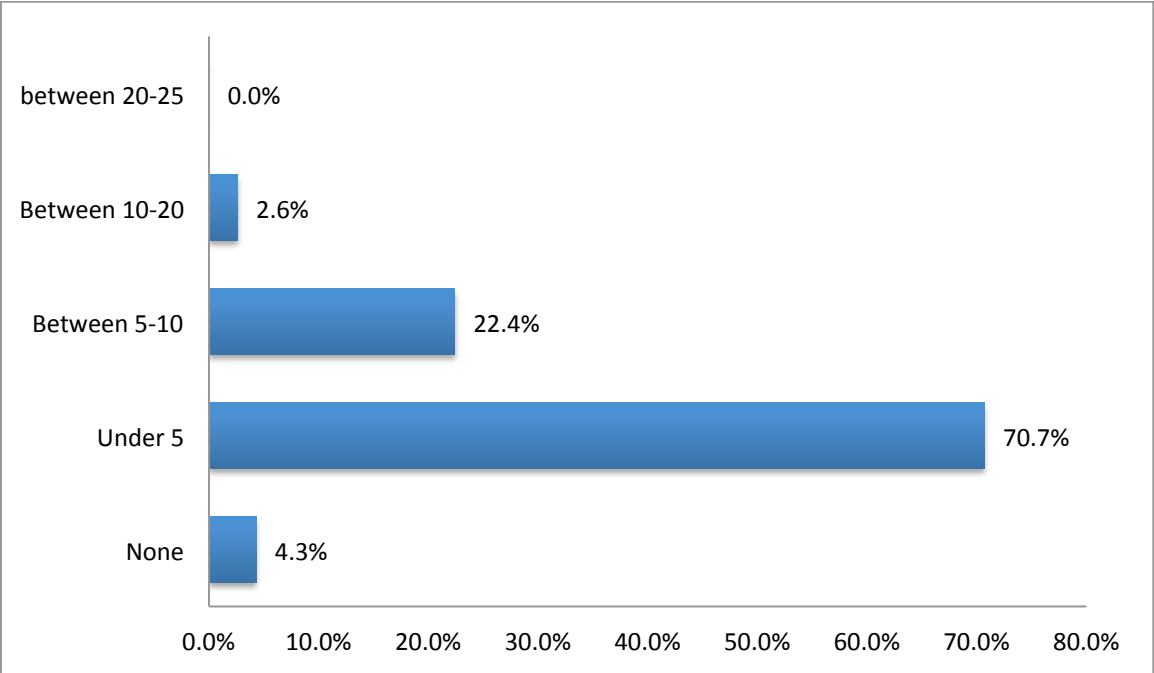


2. Workspace use

Workspace use varies widely among its members, both in the amount of time that is spent on the platform and in how people interact with the platform. The questions below clarify the different uses of the workspace and indicate areas that may need improvement.

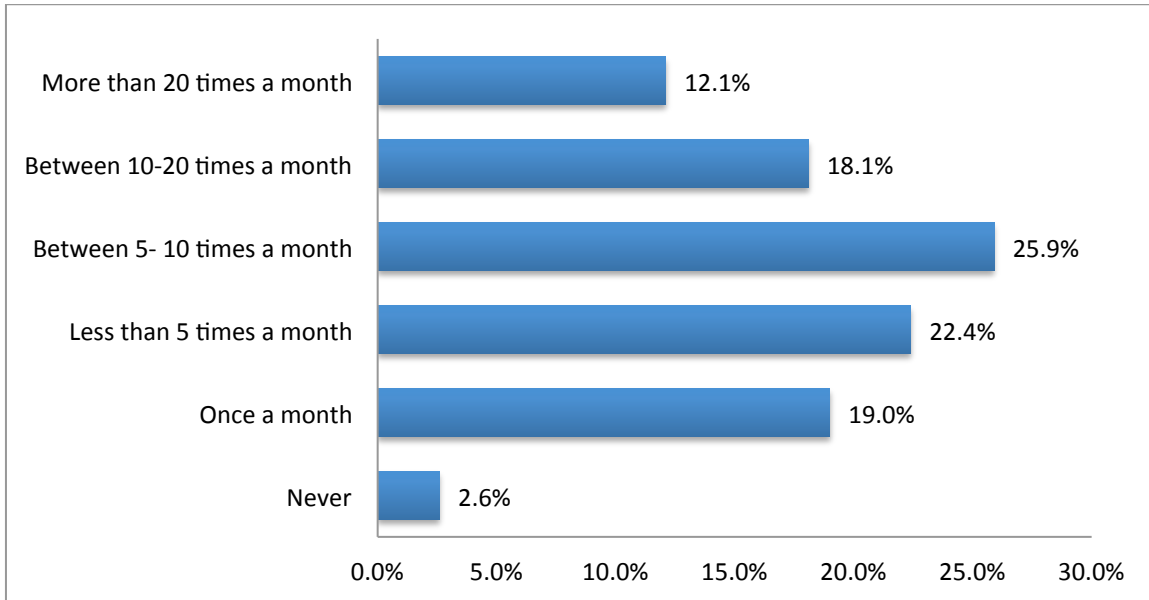
On average, how many hours per week do you spend on the workspace?

The majority of survey respondents spend less than five hours per week using the platform (70.7%) while 22.4% use the workspace between 5-10 hours. Only about 4% of the respondents do not spend any hours per week on the workspace.



Approximately, how many times in a month do you access the workspace?

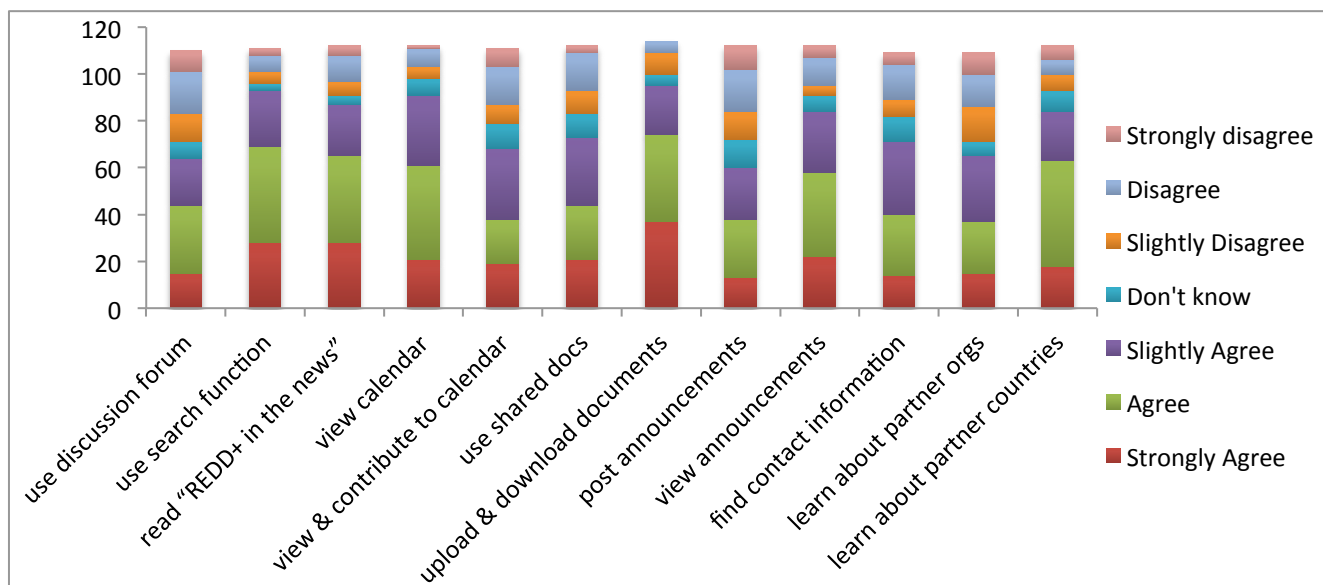
The number of times a month in which workspace users access the workspace varies widely. The majority of respondents access the workspace somewhere between 1-20 times per month, with the highest percentage of responses falling in the 5-10 range. About 19% of respondents access the workspace only once a month, while 12% log on more than 20 times, showing an interesting range of use amongst respondents.



To what extent do you agree or disagree with the following statements related to your workspace use?

Survey takers were asked a series of questions related to their participation on the workspace using a rating scale to indicate the level to which they agreed or disagreed with the statements.

The statements below generally begin with “I participate on the workspace to..”



It is clear from this series of questions on platform use that there is a gap between active and passive members’ participation on the workspace. Aggregating the positive data of *Strongly agree*, *Agree*, *Slightly agree*, it is found that the majority of respondents generally affirm their use of the 12 options outlined above rather than disagree. Using these metrics, the top five strongest features of the workspace in terms of use are:

1. Upload and download documents from the documents library
2. Use the search function
3. View the calendar of events
4. Read REDD+ in the News²
5. Tied for fifth: View announcements on homepage and/or country pages; Learn more about UN-REDD Programme's partner countries

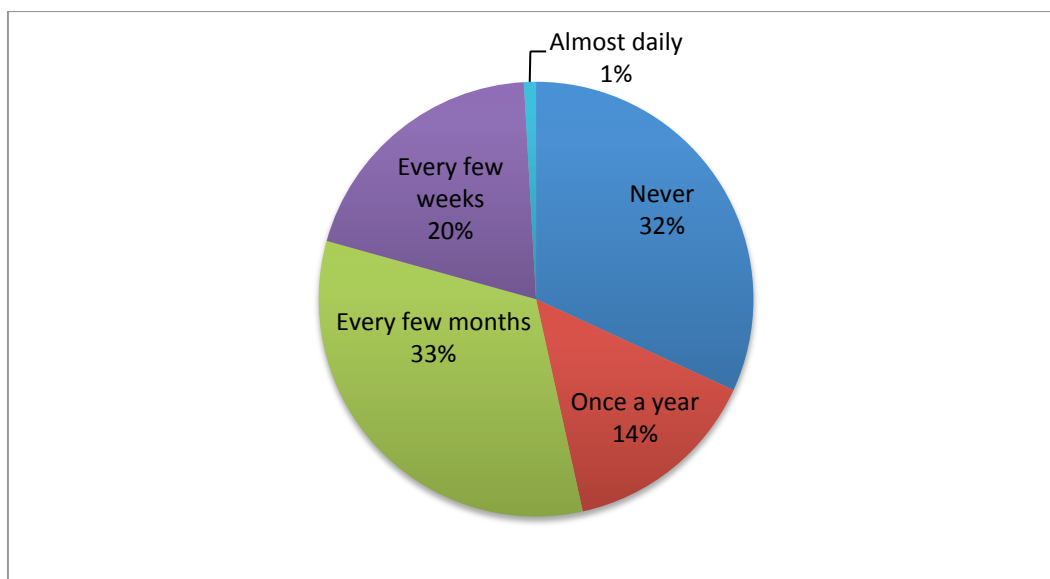
In terms of the least used features, aggregating negative data by *Slightly disagree*, *Disagree*, *Strongly disagree*, it is found that the lesser utilized features are:

1. Post announcement to the workspace homepage and/or country pages
2. Use discussion forum
3. Learn about UN-REDD Programme's partner organizations
4. View and contribute to the calendar of events
5. Use shared docs

Comparing the two lists, it becomes clear that while the majority of users value reading announcements, only a minority posts announcements. Similarly, viewing the calendar is popular, but contributing to it is not. Not all members can post announcements or calendar entries, however, so this may partially explain the low score for these features. It is important to note that posting announcements and calendar entries are functions that only certain members can utilize (UN-affiliated). Similarly, the shared docs tool is internal to the UN-REDD Programme and only high access members can use this feature.

How often do you contribute your knowledge on certain topics to the workspace?

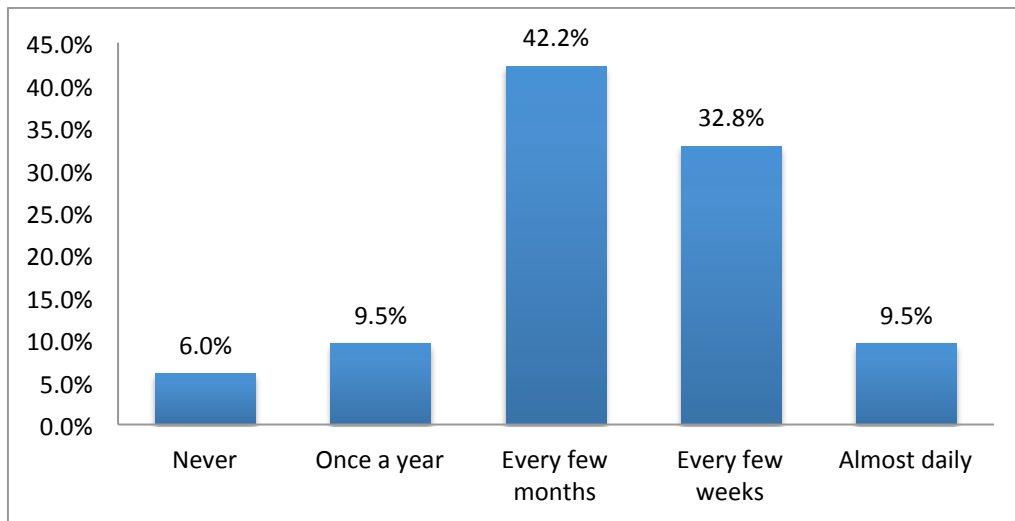
Now that it is clear which workspace features are most and least used, it will be good to know how frequently users contribute their knowledge on specific topics via the workspace and its features.



32% of users never contribute to information on the workspace but 33% contribute their knowledge on specific topics through the workspace every few months. It is positive to see that 20% of members contribute to the workspace every few weeks but the area of concern is that one third of respondents never contribute their knowledge on certain topics to the workspace.

² It may be the case that users misunderstood this question; REDD+ in the News was the news article section of the workspace homepage where international news links related to REDD+ in general were posted. This section was removed and placed on the UN-REDD Programme's public website months before the workspace survey. Users could have confused this news section with the homepage announcements section.

How often do users apply knowledge obtained from the workspace to their work?

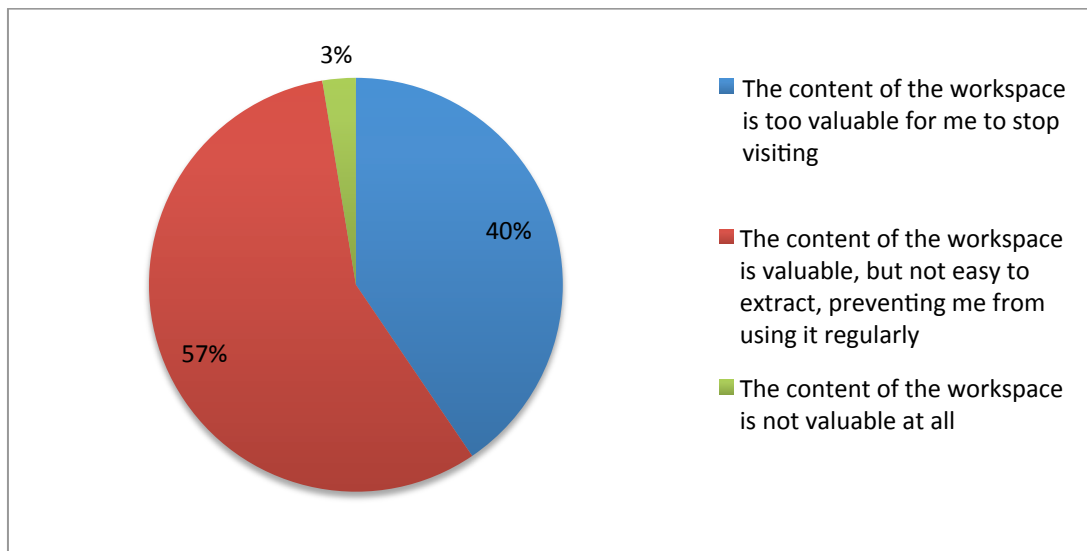


The vast majority of users (85%) apply knowledge obtained from the workspace to their work either every few months (42%), every few weeks (33%) or almost daily (10%). It is positive to see that only 6% of respondents do not use knowledge obtained from the workspace to their work, especially bearing in mind that a large number of the respondents (21%) are relatively new members (1-6 months).

3. Workspace Value

The workspace is used by hundreds of different users, many of which have different reasons for using the platform. It is important to decipher the value of the platform and what the needs of the users are so that the workspace can meet their needs and facilitate better information sharing.

How valuable is the workspace to you and your work?



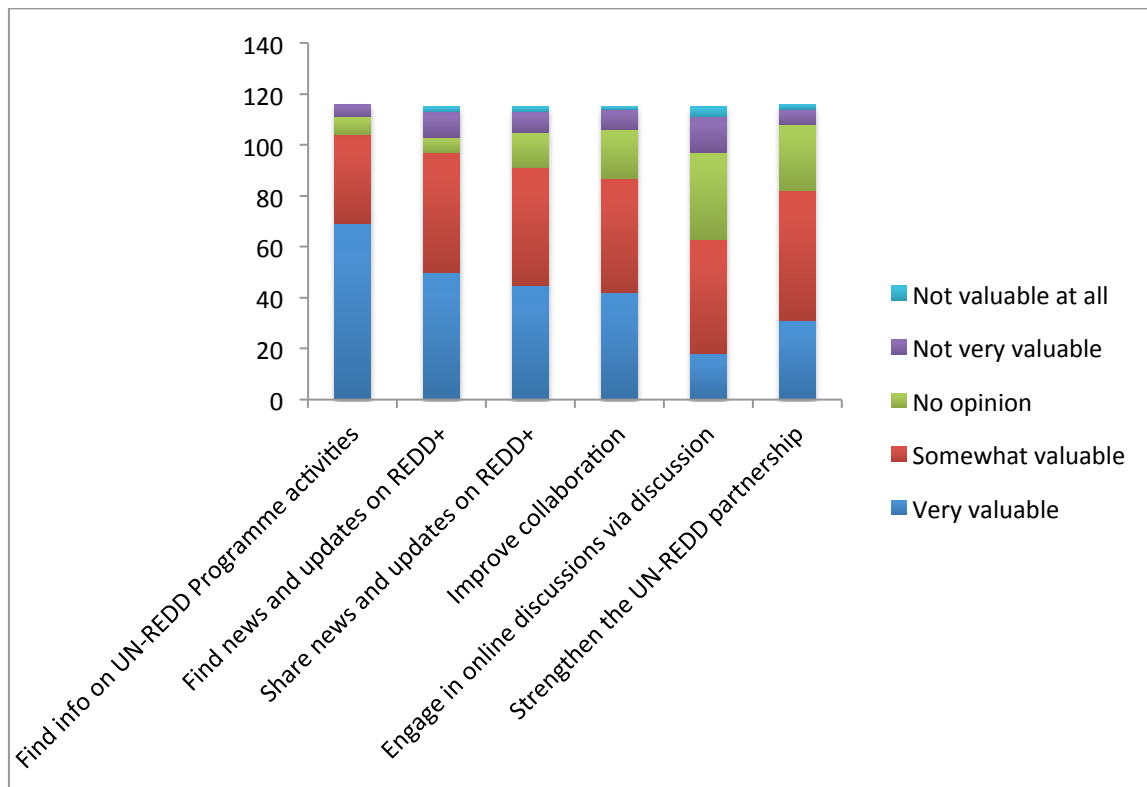
From this question, it is overwhelmingly clear that the content of the workspace is valuable to its members and their work in the REDD+ field. It is clear, however, that while the value is there, the usability of the platform prevents a large percentage of members from being more active.

21 users opted to provide comments for this question. The general feeling from user's comments is that although the workspace is very valuable, members do not engage with the platform to the fullest extent due to:

1. Lack of time
2. Slow or limited internet access
3. Information or documents are difficult to find
4. The platform is not very user-friendly
5. Inconsistent use of the workspace across all agencies deters UN-REDD colleagues from using the platform

The majority of positive comments reflected that the workspace is very valuable to find relevant documents and use the shared calendar.

What is the workspace valuable for?



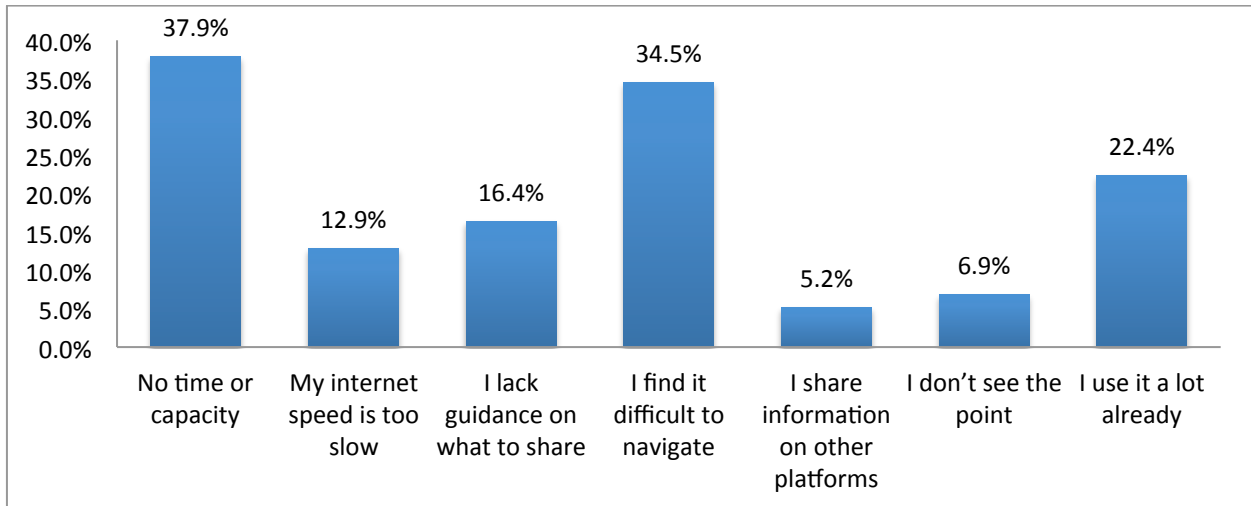
As seen in the color coded bar chart, very few features were deemed “not valuable at all”. The order of most to least valuable workspace features is:

1. Find information on UN-REDD Programme activities
2. Find news and updates on REDD+
3. Share news and updates on REDD+
4. Improve collaboration
5. Strengthen UN-REDD partnership
6. Engage in online discussions through the discussion forum

14 users left comments on this question to further describe the features that hold most and least value. Many expressed that documents on the workspace are very important and some mentioned that the value of the different workspace features would increase with more use from the community of practice. Interest in the discussion forum was also mentioned twice, but that the activity of the forum was lower than expected so efforts were placed elsewhere.

Find the full list of comments received in Annex 1.

What prevents you from using the workspace more often?



The top three responses were:

1. No time or capacity
2. I find it difficult to navigate
3. I use it a lot already

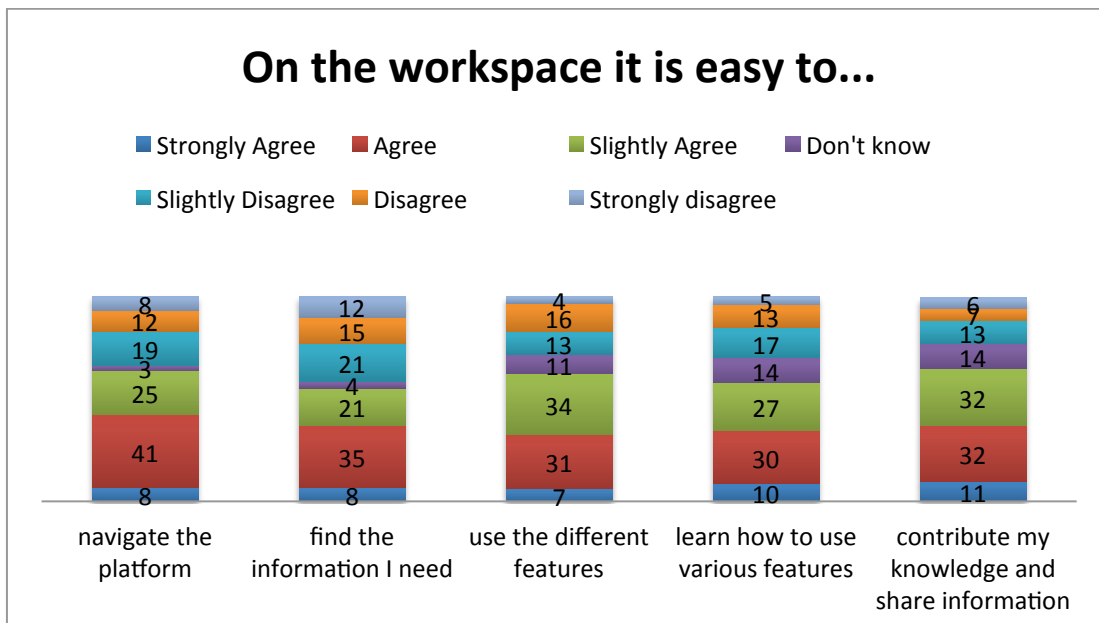
Main issues for the workspace team to address are:

1. I lack guidance on what to share
2. I don't see the point
3. I share information on other platforms

10 comments were submitted for this question. Find the full list of comments in Annex 2.

4. Workspace Improvement

In order to improve the use and value of the workspace, the platform must evolve constantly to meet the changing needs of the community and the Programme. To determine the changes that will be made, members were asked a series of questions that will help the workspace team determine the changes that will be made over the next year.



The numbers show that generally it is most difficult for users to:

- Find the information they need
- Navigate the platform
- Learn how to use the various features

It is easiest for users to:

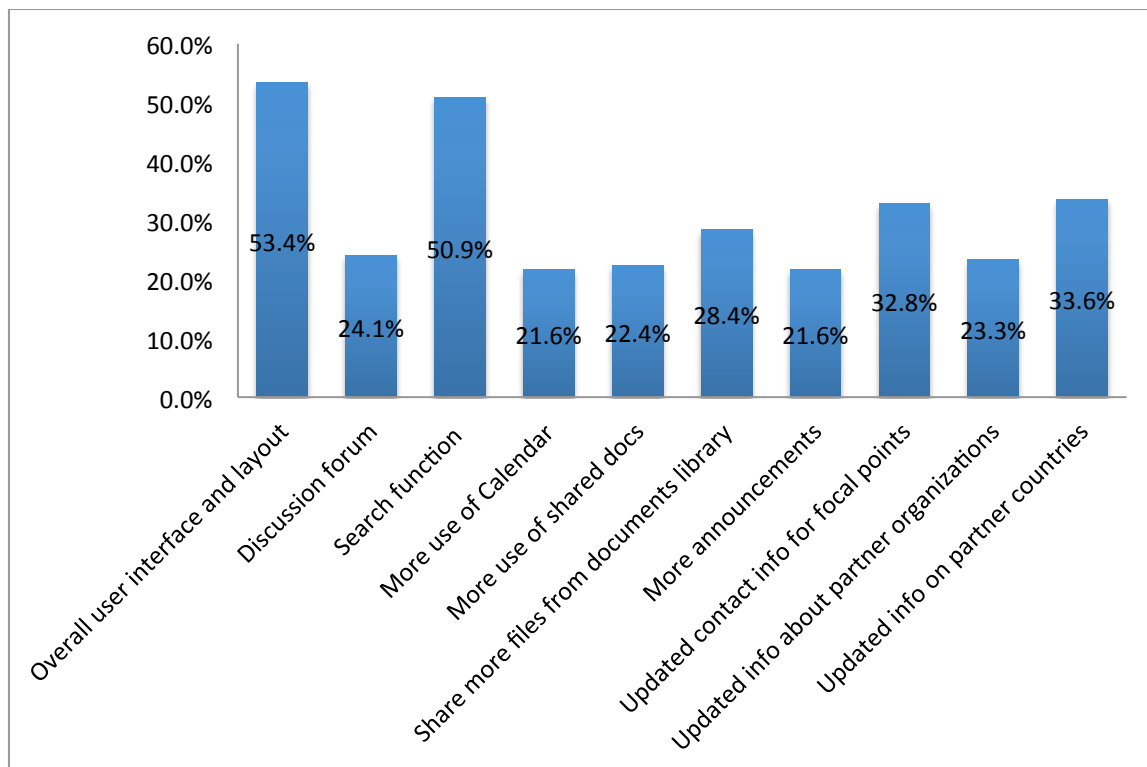
- Contribute their knowledge and share information
- Navigate the platform
- Use different features

The diversity of member's opinions is strongly visible in this question. It is interesting that "navigating the platform" was both among the most difficult and easiest features to use. The discrepancy between user responses could be due to the length of time they have been members, their association with the UN-REDD Programme, internet speed, or even their motivations for being a member.

There were 11 comments submitted for this answer. The majority expressed that:

- It is difficult to access information, find documents, use search function
- The workspace speed is very slow
- The workspace should be in other languages (specifically Spanish for Latin American and the Caribbean region)

Where and what do you think need to be improved urgently in the workspace to make the platform more useful?

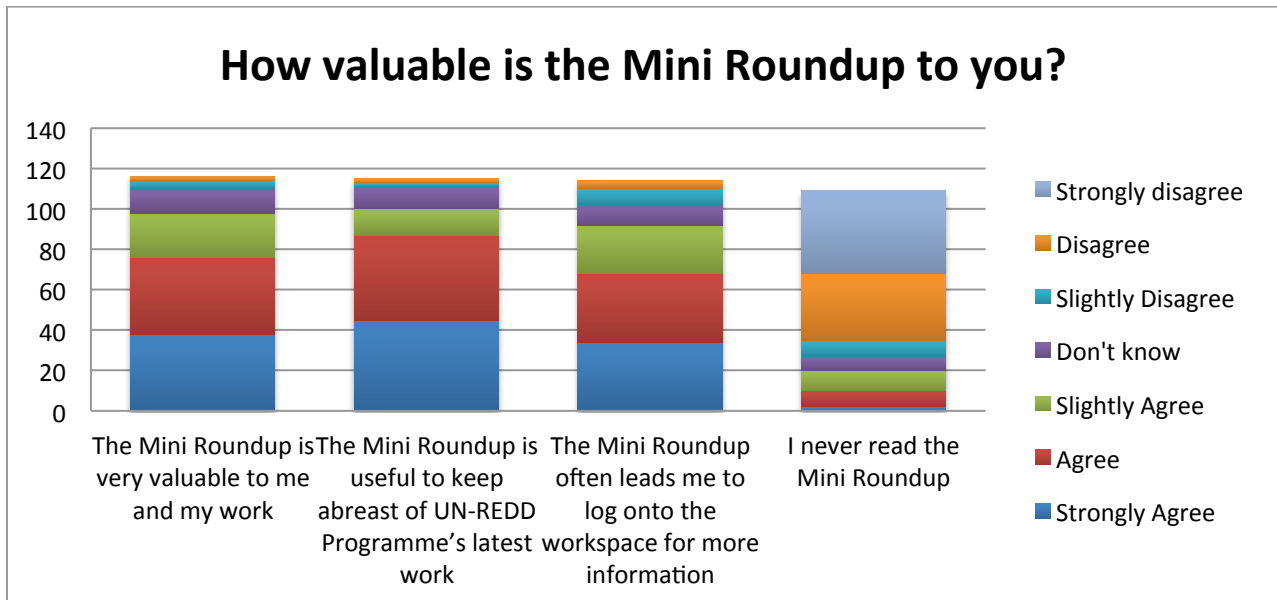


53% of members agreed that the overall user interface and layout of the workspace need to be improved urgently, while 51% agreed that the search function should be improved. There was also a general consensus of 33% that contact information needs to be updated for REDD+ focal points (on contacts pages) and on UN-REDD partner countries and their activities.

5. Mini Roundup Newsletter

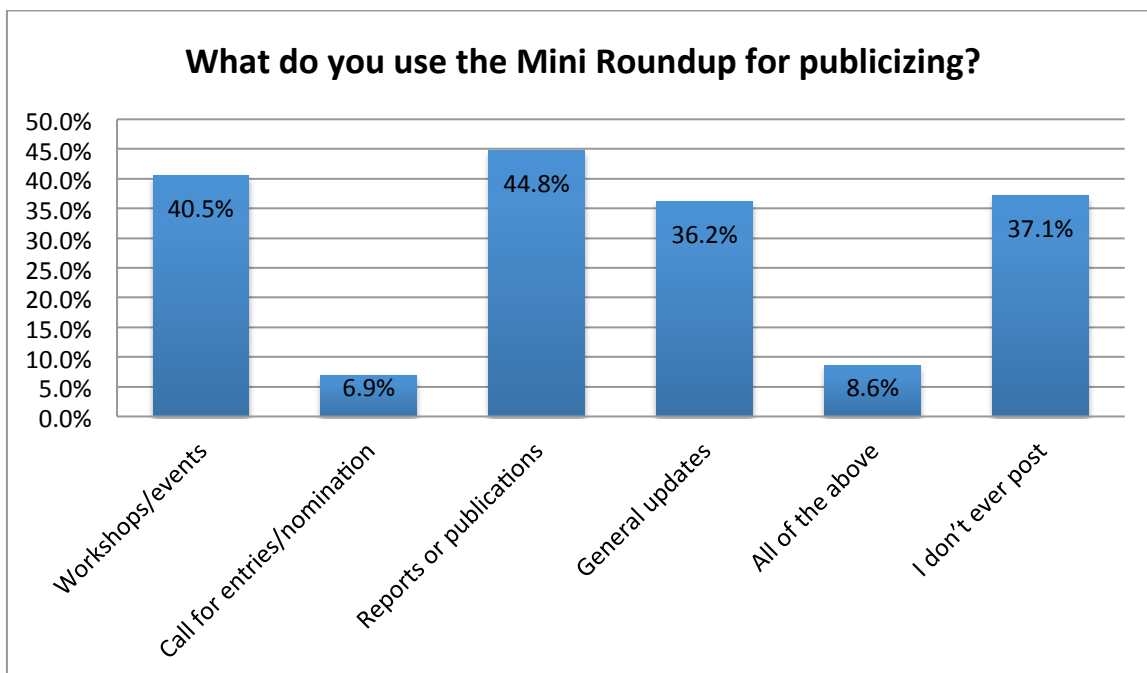
The weekly Mini Roundup newsletter is a useful and well-respected source of news on the UN-REDD Programme for the workspace community. Because the Mini Roundup sources its information from workspace announcements, it is appropriate to gauge its importance through this workspace survey.

Survey respondents were asked two questions related to the Mini Roundup in order to determine the usefulness of the newsletter. Overwhelmingly, 85% of respondents agreed that the Mini Roundup is very valuable to them and their work. Similarly, 86% determined that the Mini Roundup is useful to keep abreast of the UN-REDD Programme’s latest work.



80% of users agree that the Mini Roundup leads them to log onto the workspace for more information, demonstrating a correlation between the newsletter and workspace traffic. Approximately 17% of respondents never read the Mini Roundup newsletter.

Users were also asked what type of announcements they publicize on the Mini Roundup. The majority responded that reports, publications, workshops and events are the main subjects for their Roundup announcements.



It should be noted that 37% of respondents do not ever post announcements for the Mini Roundup. This could be because members: do not know how the Mini Roundup content is generated; they do not have time; they do not read the Mini Roundup (such as the 17% from the previous question); or they do not feel their updates are newsworthy.

6. Conclusion

The workspace team extends its sincere gratitude to those who took the time to complete the survey. The results of this survey show that the majority of respondents value the platform, but further improvements are needed to make the knowledge-sharing tool easier to use. The Mini Roundup newsletter is also highly regarded as a useful newsletter for members and their work. Members value both the workspace and the Mini Roundup, but the equal participation of survey respondents in sharing knowledge can be improved.

Future feedback is always welcome at admin@unredd.net

Annex 1: Comments to question, "What is the workspace valuable for?"

the workspace should work as THE source of information for each one of us. IF we would be sure that all the relevant documents (per country and related to the programme management, e.g. handbook for implementation) would be uploaded regularly, I would visit the workspace much more often than what I do now
Add success stories especially on REDD+'s success in poverty reduction and enhancement of social and gender equity
Most of the documents in the workspace consider only the UNREDD programme. It was proposed to make a calendar for all REDD+ activities per region but it failed. The forum is never used and the workspace is poorly used because of lack of leadership.
All these things would be very valuable where I to use the facility more often. Also, I think interactions, news, discussions are more valuable if some of them are done in person, in meetings and informal discussions as well as more formal channels.
The discussion forum activity has been less than I had hoped. I posted a few things there but not much response, so put my efforts elsewhere.
It could be very useful to share information across regions and countries, but information seems hard to come by. It would also be great if updates on negotiations could be on there.
workspace is good for info gathering, but not sure to what extent the it facilitates collaboration
better arranged, it could do all of these things
Parts of the workspace are underused and would have more value if used by more in the community
share the experiences of developing countries, the family of the workspace were excellent and allow to strengthen, share, and knowledge within the same activities & goals to tackle the REDD+ issues
My answers are based on a "theoretical" assessment. I see how the workspace can and should be used, but don't feel I have the time to use it the way I would like to: too many ad-hoc issues and urgencies to attend to, and too little time for capacity building and sharing ... a classic problem for us all. Also, connecting to the site is very time-consuming and discouraging. I've many times just given up due to the long wait.
1.) We should create list of experts roster to engage/encourage discussion in discussion forum. 2.) Useful and updated information on UN-REDD Programme activities are available on the WS but it is more well presented/earlier to read and find on the corporate website.

Annex 2: Comments to question, "What prevents you from using the workspace more often?"

Its just not a habit right now, but I hope to make it one....I did not want to choose an answer above but had to otherwise the survey would not close
finding docs is not always easy. I find it easier in the FCPF website
log in and out is a problem.
I use it on a needs basis
The search feature rarely seems to yield the documents that I am looking for. Could a Google search tool be integrated?
the role of the workspace is not clear. it tries to be everything to everyone. needs to focus - possibly on being an internal UN-REDD partnership tool
My internet speed is not generally low, but connecting to the workspace is extremely time-consuming, sometimes doesn't work and is therefore very frustrating. I also think that the workspace may seem complicated to a lot of user; I remember it did to me when I first started using it, and I consider myself to be computer savvy. I've tried to encourage south partners to use it more, but they rarely seem to do so.
not intuitive
I could make the time if I knew it makes a difference to colleagues