



## Act4.5.3 Report on survey results

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Abstract	Report on survey results of the questionnaire about user satisfaction on the INNO platform.
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## DOCUMENT CONTROL SHEET

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## VERSIONING AND CONTRIBUTION HISTORY

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Version	Date	Revision Description	Partner responsible
v.01	14/10/2015	First draft version	UNS (Sanja Kojic)
v.02			
v.03			
v.04			

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## TABLE OF CONTENT

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<b>DOCUMENT CONTROL SHEET.....</b>	<b>2</b>
<b>VERSIONING AND CONTRIBUTION HISTORY.....</b>	<b>2</b>
<b>TABLE OF CONTENT.....</b>	<b>3</b>
<b>LIST OF ABBREVIATIONS.....</b>	<b>4</b>
<b>EXECUTIVE SUMMARY.....</b>	<b>4</b>
<b>1. THE QUESTIONNAIRE RESPONSE.....</b>	<b>5</b>
1.1. Form of the Questionnaire and its distribution.....	5
1.2. Analysis of the Questionnaire.....	5
1.2.1. Question #1 – You are?.....	5
1.2.2. Question #2 – Where you found out about the INNO platform? .....	5
1.2.3. Question #3 – How long have you used the INNO platform? .....	6
1.2.4. Question #4 – Is the INNO platform easy to use?.....	6
1.2.5. Question #5 – Do you intend to continue to use the INNO platform? .....	6
1.2.6. Question #6 – Have you used a similar platform? .....	6
1.2.7. Question #7 – Would you recommend this platform to your colleagues?.....	7
1.2.8. Question #8 – Do you think that this platform should have open access? .....	7
1.2.9. Question #9 – Did you used user manual for the platform?.....	8
1.2.10. Question #10 – What would you change in the operation of the platform? .....	8
<b>2. CONCLUSION.....</b>	<b>9</b>
<b>ANNEXES.....</b>	<b>11</b>
Annex A Questionnaire online form on Google Forms® (in Serbian) .....	11

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## LIST OF ABBREVIATIONS

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INNO platform – Innovation platform developed by Intranea Solutions

UKG – University of Kragujevac

UNS – University of Novi Sad

BSO – Business Service Office

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## EXECUTIVE SUMMARY

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This document represents survey results of the questionnaire about user satisfaction on the INNO platform. Statistic for all 10 questions as well as their analyses and conclusion has been made.

## 1. The Questionnaire Response

### 1.1. Form of the Questionnaire and its distribution

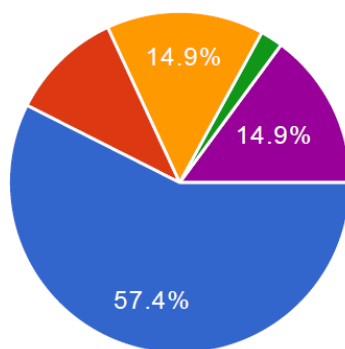
The Questionnaire about user satisfaction on the INNO platform was developed using Google Forms<sup>®</sup> tool by BSO in UNS and was distributed online from BSOs in UKG and UNS. It was sent to more than 250 addresses. In total (from May 17<sup>th</sup> 2015 until October 14<sup>th</sup> 2015) 47 replays are gathered and analyzed.

The Questionnaire had 10 obligatory questions.

### 1.2. Analysis of the Questionnaire

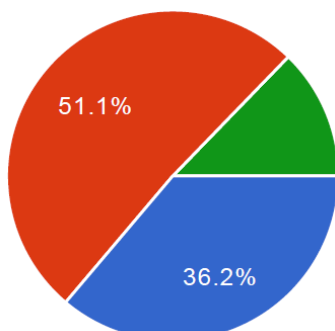
Only 20 % of participants responded to the Questionnaire. Reason for that can be because it was sent after the Competition for the best students' idea, which means after the respondents activity on the INNO platform.

#### 1.2.1. Question #1 – You are?



	No. of answers (%)
Student	27 (57.4)
PhD student	5 (10.6)
Researcher	7 (14.9)
Assistant	1 (2.1)
Professor	7 (14.9)

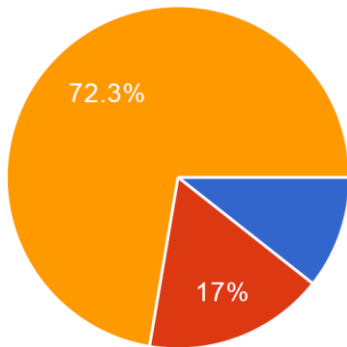
#### 1.2.2. Question #2 – Where you found out about the INNO platform?



	No. of answers (%)
Via the WBCInno project	17 (36.2)
Via the Competition for the best students idea	24 (51.1)
Via internet	0 (0.0)
Otherwise	6 (12.8)

1.2.3. Question #3 – How long have you used the INNO platform?

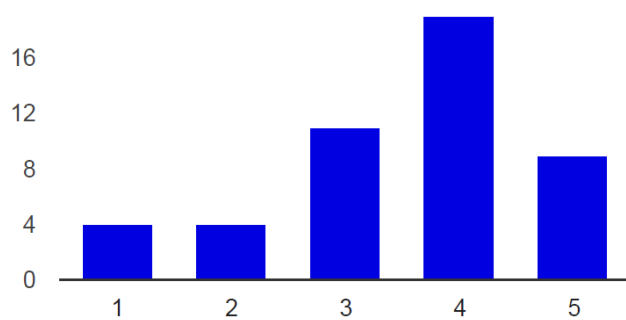
No. of answers (%)



Several days	5 (10.6)
Several weeks	8 (17.0)
Several months	34 (72.3)

1.2.4. Question #4 – Is the INNO platform easy to use?

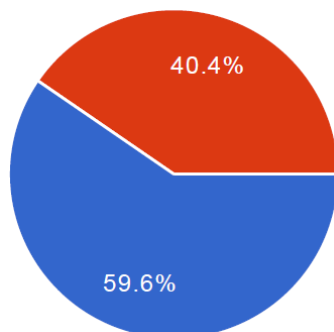
No. of answers (%)



Hard: 1	4 (8.5)
2	4 (8.5)
3	11 (23.4)
4	19 (40.4)
Easy: 5	9 (19.1)

1.2.5. Question #5 – Do you intend to continue to use the INNO platform?

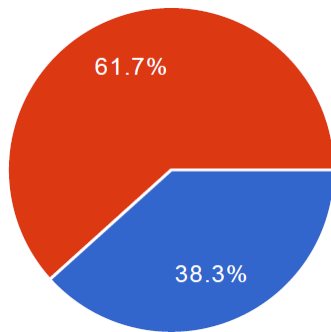
No. of answers (%)



Yes	28 (59.6)
No	19 (40.4)

1.2.6. Question #6 – Have you used a similar platform?

No. of answers (%)



Yes

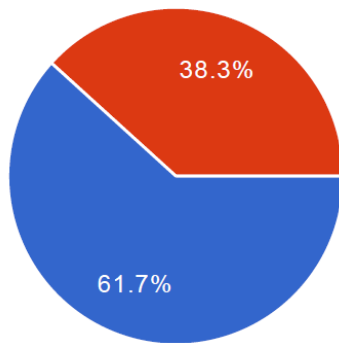
18 (38.3)

No

29 (61.7)

1.2.7. *Question #7 – Would you recommend this platform to your colleagues?*

No. of answers (%)



Yes

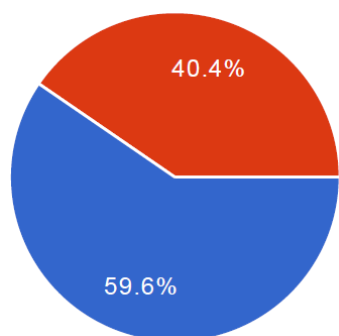
29 (61.7)

No

18 (38.3)

1.2.8. *Question #8 – Do you think that this platform should have open access?*

No. of answers (%)



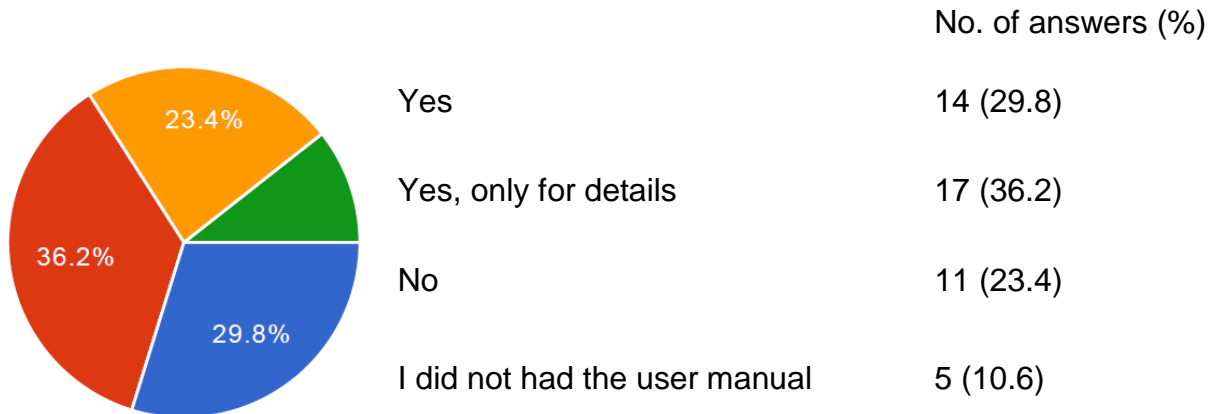
Yes

28 (59.6)

No

19 (40.4)

1.2.9. Question #9 – Did you used user manual for the platform?



1.2.10. Question #10 – What would you change in the operation of the platform?

Original answers (in Serbian):

- Da se nalog može otvoriti bez administratora.
- Sve je dobro.
- Što se tiče samo platforme nema potrebe za promene, ali je potrebno odraditi promociju kako bi se platforma omasovila i samim tim ostvarila smisao njenog postojanja.
- Priključivanje stejkholdera koji su relevantni za razvoj ideja i sprovođenje projekata (preduzeca, inkubatori, agencije za razvoj, i slicno)
- Ne bih menjao nista.
- Ništa. Sve najbolje!
- Jako komplikovana i nije dovoljno "otvorena" tj sta god da hocu da uradim trebam cekati da mi to administrator odobri :( Jednom recju treba se tu mnogo stosta menjati
- ...
- /
- -
- Malo sam se snasla u podesavanjima, kako nam je bilo receno da postavimo, vezano za takmicenje. Ali obzirom da prvi put koristim, smatram da je to normalno.
- Redovnije azuriranje, mislim da ima previse zastarelih podataka koji nije potrebno da budu na stranici i dalje. Posebno to sto neki od tih starih podataka izlaze kao neki od poslednje azuriranih, sto znaci da se isto (azuriranje) ne odvija dovoljno redovno.
- Pojednostaviti menije.
- Ideja ne moze da se menja sto nema smisla za praktican rad i ne vidim razlog zasto bi neko nju stvarno koristio
- Otvoren pristup, intuitivnija podešavanja, itd.
- Ne razumem poentu platforme i napravio sam profil samo jer sam morao
- Bolja organizacija same platforme.
- Doraditi par segmenata za laksi pristup i korisćenje, tj omoguciti korekcije za odredjena polja sto sada nije bio slucaj.
- Nemam predloga za korekciju.



- Nista :)
- Poboljšati preglednost
- Nista ne bih menjala
- Jasnije formulisanje opcija, brži pristup najčešće korišćenih stavri (izmeni, dodaj), dizajn
- Nisam je dovoljno koristio kako bih stekao pravi utisak o platformi. Takodje, smatram da je neophodna dostici kritican broj ljudi koji koriste platformu kako bi ona imala smisla, sto nije trivijalan zadatak. Morala bi biti malo dopadljivija. Nisam je licno mnogo koristio jer mi se ne sviđa proces evaluacije ideja. Kao platforma za razvoj ideja i saradnju na projektima, kao i menadzment deluje sasvim u redu.
- Mnogo detaljnije uputstvo...
- Kriterijume za ocenjivanje ideja, kao I sistem za pokretanje kampanja.
- Pojednostavila bih je i resila bih propuste u njenom radu.
- Da se platformi priključe preduzeća, invenstitori, poslovni inkubatori i slične organizacije.
- Previše je komplikovana.
- Nista ne bih menjao.
- Izgled platforme bi trebalo da bude malo moderniji, stilizovaniji. Uvesti online chat za članove grupa je takodje moj predlog.
- Detaljnije uputstvo i intuitivnije komande.
- доступност
- Platforma odlicno funkcionise.
- Sve jako je glupo neorganizovano i komplikovano.. Spora procedura neazurno
- Ne bih trenutno ništa menjala u radu platforme.
- Otvoren pristup, veća sloboda u kretanju, intuitivniji meniji...
- Otvoren pristup, veća sloboda u kretanju, intuitivniji meniji...
- Najveće ograničenje je previše komunikacije sa administratorima. Ona mora biti samostalna za korišćenje.
- nista
- Da izgled interfejsa bide vise prilagodjen nekom modernijem izgledu i organizaciji objekata na njoj.
- Nista posebno
- povezanost pojedinih delova

## 2. Conclusion

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This analysis has given very clear survey of the user satisfaction of the INNO platform. Users thought that INNO platform is easy to use (answer from Question #4), 60 % will continue to use it, 62 % will recommend it to friends and colleagues, etc.

All of the complaints can be summarized as follows:

1. Provide open accesses
2. Make user friendly interface (more intuitive)
  - a. More simple menu
  - b. Better view of the basic commands
3. Fix bugs

- 
4. Better marketing campaign and more users
  5. More modern design
  6. Much more detail user manual.

This survey will be used as a guide for the improvement of the INNO platform in its next upgrade.

## ANNEXES

### Annex A Questionnaire online form on Google Forms® (in Serbian)

Edit this form

# Upitnik zadovoljstva o korišćenju INNO platforme

INNO datastacion platforma

\*Required

Vi ste? \*

Gde ste čuli za INNO platformu? \*

- preko WBCInno projekta
- preko Takmičenja za najbolju studentsku ideju
- preko interneta
- drugo

Koliko dugo koristite platformu? \*

Ocenite lakoću korišćenja platforme: \*

1 2 3 4 5

teško      lako

Da li nameravate da nastavite sa korišćenjem platforme? \*

Da li ste koristili neku drugu platformu sličnog tipa? \*

Da li biste preporučili platformu svojim kolegama? \*

Da li smatrate da pristup platformi treba da bude otvoren? \*

Da sami možete da otvorite nalog (bez administratora).

Da li ste koristili uputstvo za platformu? \*

Šta biste promenili u radu platforme? \*

10/10/2015

Upitnik zadovoljstva o korišćenju INNO platforme

This is a required question

Submit

*Never submit passwords through Google Forms.*

100%: You made it.

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