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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LIST OF ABBREVIATIONS

INNO platform – Innovation platform developed by Intranea Solutions

UKG – University of Kragujevac

UNS – University of Novi Sad

UZ – University of Zenica

UM – University of Montenegro

BSO – Business Service Office

EXECUTIVE SUMMARY

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

Modernization of WBC universities through strengthening of structures and services for knowledge transfer, research and innovation

Tempus

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® tool by BSO in UNS and was distributed online from BSOs in UKG, UNS, UZ and UM. It was sent to more than 350 addresses. In total (from May 17th 2015 until February 3rd 2016) 96 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?
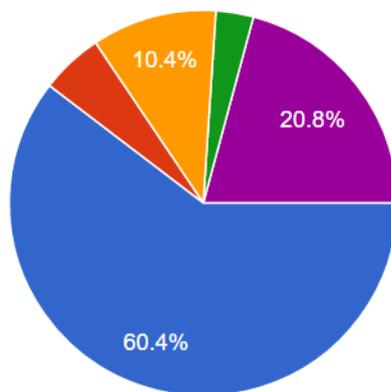
	No. of answers (%)
Student	58 (60.4)
PhD student	5 (5.2)
Researcher	10 (10.4)
Assistant	3 (3.1)
Professor	20 (20.8)

1.2.2. Question #2 – Where you found out about the INNO platform?
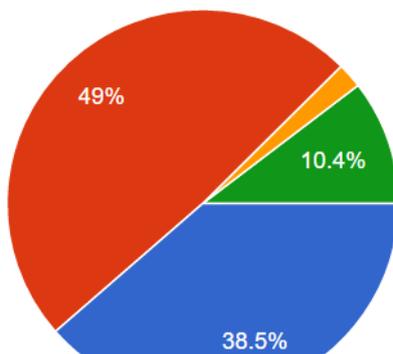
	No. of answers (%)
Via the WBCInno project	37 (38.5)
Via the Competition for the best students idea	47 (49.0)
Via internet	2 (2.1)

Otherwise	10 (10.4)

1.2.3. Question #3 – How long have you used the INNO platform?
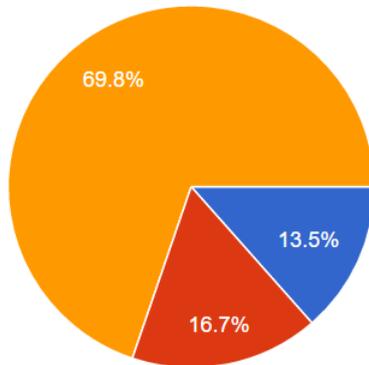
	No. of answers (%)
Several days	13 (13.5)
Several weeks	16 (16.7)
Several months	67 (69.8)

1.2.4. Question #4 – Is the INNO platform easy to use?
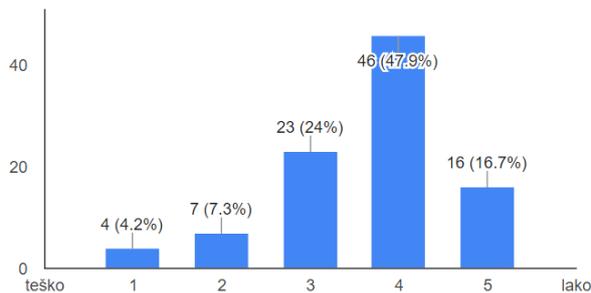
	No. of answers (%)
Hard: 1	4 (4.2)
2	7 (7.3)
3	23 (24.0)
4	46 (47.9)
Easy: 5	16 (16.7)

1.2.5. Question #5 – Do you intend to continue to use the INNO platform?
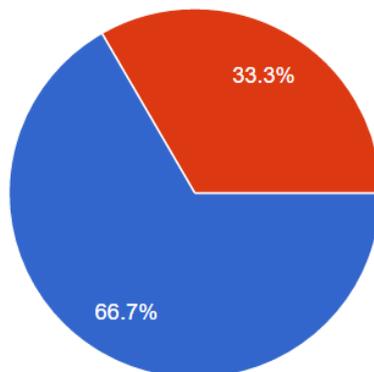
	No. of answers (%)
Yes	64 (66.7)
No	32 (33.3)

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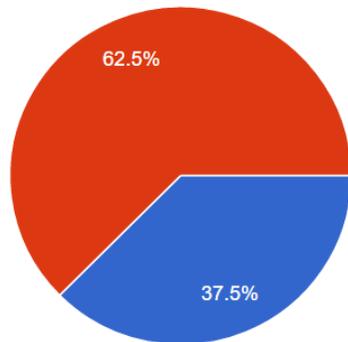

No. of answers (%)

Yes   36 (37.5)

No   60 (62.5)

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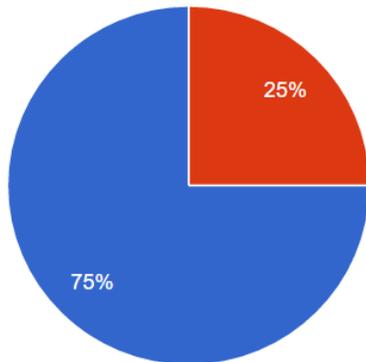

No. of answers (%)

Yes   72 (75.0)

No   24 (25.0)

### 1.2.8. Question #8 – Do you think that this platform should have open access?
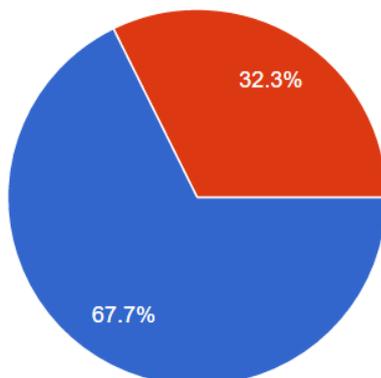
No. of answers (%)

Yes   65 (67.7)

No   31 (32.3)

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

	No. of answers (%)
Yes	25 (26.0)
Yes, only for details	44 (45.8)
No	20 (20.8)
I did not had the user manual	7 (7.3)
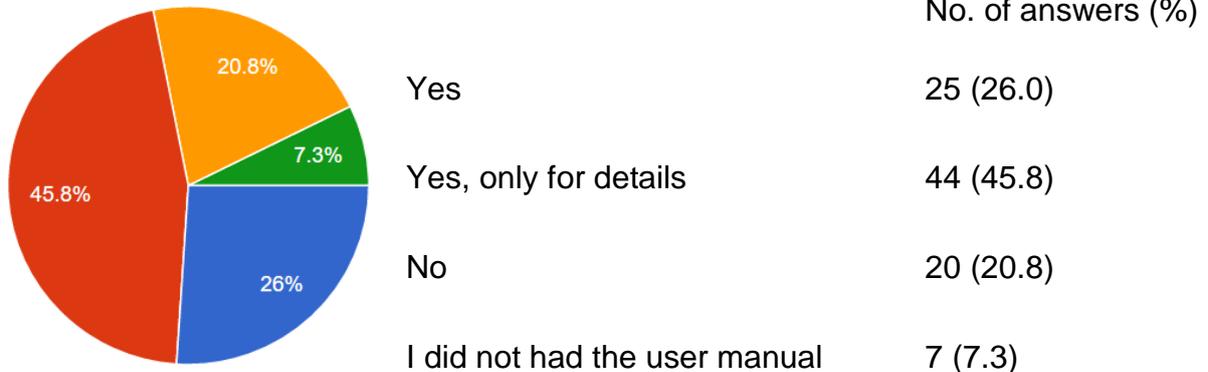
1.2.10. Question #10 – What would you change in the operation of the platform?

Some of 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.
- Prikljucivanje stejkholdera koji su relevantni za razvoj ideja i sprovodjenje 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 koriscenje, tj omoguciti korekcije za odredjena polja sto sada nije bio slucaj.
- Nemam predloga za korekciju.

- Nista :)
- Poboljsati 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 svidja 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 clanove 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

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), more than 65 % will continue to use it, 75 % 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)

Upitnik zadovoljstva o korišćenju INNO platforme

INNO datastation 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? *

This is a required question

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