



Joinup satisfaction survey

Fields marked with * are mandatory.

1 Introduction



INTRODUCTION

The purpose of this survey is to collect your views, opinions and feedback on the Joinup platform. The results of this survey will be used to keep improving the Joinup platform.

All of your answers to this questionnaire will be kept strictly confidential. Only aggregated results will be documented, not individual answers. For more details for how we treat your personal data, please also refer to the privacy statement available at the end of the survey.

The survey will not take more than 5 minutes to complete and will provide highly valuable information for us.

Please do not hesitate to get in touch with the Joinup team (DIGIT-JOINUP@ec.europa.eu), should you have any questions regarding the content of the questionnaire.

The European Commission thanks you in advance for your cooperation and feedback!

ABOUT EUSURVEY

EUSurvey is a solution available freely on the Joinup platform and is supported by the European Commission's ISA² programme.

2 Survey questions

* How often do you visit the Joinup platform?

- Several times a week
- Once a week
- Several times a month
- Once per month
- Less than once a month

* Are you a registered user of the platform?

- Yes No

* Please specify why.

* For what purpose do you visit the Joinup platform?

Please tick all that apply

- Find professionals on eGovernment and interoperability, explore their profile and send them a message
- Exchange information and connect with peers through the Joinup collections
- Learn about events and share your own events
- Read and contribute to news items, case studies, factsheets, and expert guidelines
- Browse and reuse software solutions and specifications
- Find projects of reusable software solutions and specifications
- Other

* Please specify for what purpose you visit the Joinup platform.

* Based on your most recent experience, do you normally find what you are looking for on Joinup?

- Always
- Very Often
- Sometimes
- Rarely
- Never
- Don't Know/ No Opinion

* Could you please specify what content you were unable to find?

The following set of statements relate to your perception of the Joinup platform. Please indicate the extent to which you agree with the following statements.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree	Don't know/ No opinion
* The Joinup platform is easily accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It is easy to navigate through the Joinup platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It is easy to navigate through the Joinup platform on a mobile device (e.g. smartphone, tablet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It is easy to create /publish content on the Joinup platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>* It is easy to participate in /create discussions on the Joinup platform</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>* It is easy to bookmark /pin content on my collection page</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>* The Joinup platform's search engine provides accurate results</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>* The content presented on the Joinup platform is clear</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>* The content presented on the Joinup platform is Up-to-date</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* The information provided on the Joinup platform is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The Joinup platform is visually appealing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The design and operational style of the Joinup platform fosters a sense of community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Overall, I am satisfied with the Joinup platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Based on your most recent experience, which are the main strengths of the Joinup platform?

Please tell us more about your suggestions for improving the Joinup platform in the near future.

Do you know/use another repository? If so, which one?

Based on your most recent experience, how likely are you to recommend the Joinup platform to a friend or colleague? Please evaluate the likelihood from 0 to 10 (0 being very unlikely and 10 being very likely).

	0	1	2	3	4	5	6	7	8	9	10	Do not know /No opinion
* Likelihood of recommendation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us more about your above rating.

3 Scene setting

* Which of the following categories best describe your professional status?

- EU Public Authority
- Non EU Public Authority
- Consultancy
- European Institution
- IT Industry
- Research / Academia
- Other

* Please specify.

* How did you find out about Joinup?

- From searching the web
- From a website
- Through a conference, event, meeting
- From leaflets, documentation
- From a colleague
- ISA² webpage
- ISA² social media
- Other

* Please specify which website.

* Please specify.

* First name

* Last name

* Organisation

* Email address

* Do you agree to be contacted for a follow-up, after the completion of this survey?

- Yes
- No

I agree with the privacy statement below.

Privacy statement

[Privacy statement Joinup satisfaction survey 2019.pdf](#)