UNPAN User Survey Results
1st of November 2005 to 31st of January 2006

Q. 1: Organization/Layout

- Excellent: 5%
- Good: 5%
- Fair: 57%
- Poor: 33%

Q. 2: Navigation

- Excellent: 3%
- Good: 15%
- Fair: 58%
- Poor: 24%
Q. 3: Speed of page loads

- Excellent: 4%
- Good: 19%
- Fair: 50%
- Poor: 27%

Q. 4: Ease of finding information

- Excellent: 7%
- Good: 31%
- Fair: 47%
- Poor: 15%

Q. 5: Usefulness of information

- Excellent: 2%
- Good: 8%
- Fair: 55%
- Poor: 35%
Q. 6: Subject of interest

- Civil Service Reform: 9%
- E-government: 21%
- Governance Systems and Institutions: 17%
- Integrity, Transparency and Accountability: 7%
- Management Innovation and Development: 13%
- Other: 12%
- Public Finance and Financial Administration: 15%
- Public Policy and Public Economics: 8%
Q.8: Looking for info contained in...

- Analytical Reports: 27%
- Bibliography on Public Administration: 9%
- Calendar of Events: 6%
- Case Studies: 22%
- Country Profiles: 11%
- Legislation: 3%
- Major Developments/Trends: 12%
- Serials: 1%
- Statistical Indicators: 5%
- Technical Project Highlights: 4%

Q.9: Region of interest

- Africa: 9%
- Asia & Pacific: 34%
- Europe: 14%
- Global: 15%
- Latin America & Caribbean: 11%
- Middle East: 8%
- North America: 9%
Q. 10: How much did you find?

- All: 7%
- Most: 42%
- Some: 41%
- None: 10%

Q. 11: Satisfaction with browsing experience

- Dissatisfied: 18%
- Somewhat satisfied: 19%
- Satisfied: 57%
- Very satisfied: 6%

Q. 13: Occupation

- Civil Servant: 17%
- Government Official: 16%
- NGO Representative: 8%
- Other: 19%
- Student: 27%
- Teacher/Professor: 14%
Q. 14: Affiliation

- Academic Institution: 33%
- Governmental Organization: 30%
- International Organization: 8%
- Non-governmental Organization: 9%
- Other: 5%
- Private Sector: 16%

Q. 15: Visitors: Developing v Developed Countries

- Developing countries: 64%
- Developed countries: 36%

Age Range

- Under 25: 18%
- 26 - 35: 33%
- 36 - 45: 28%
- 46 - 55: 17%
- Over 55: 4%