

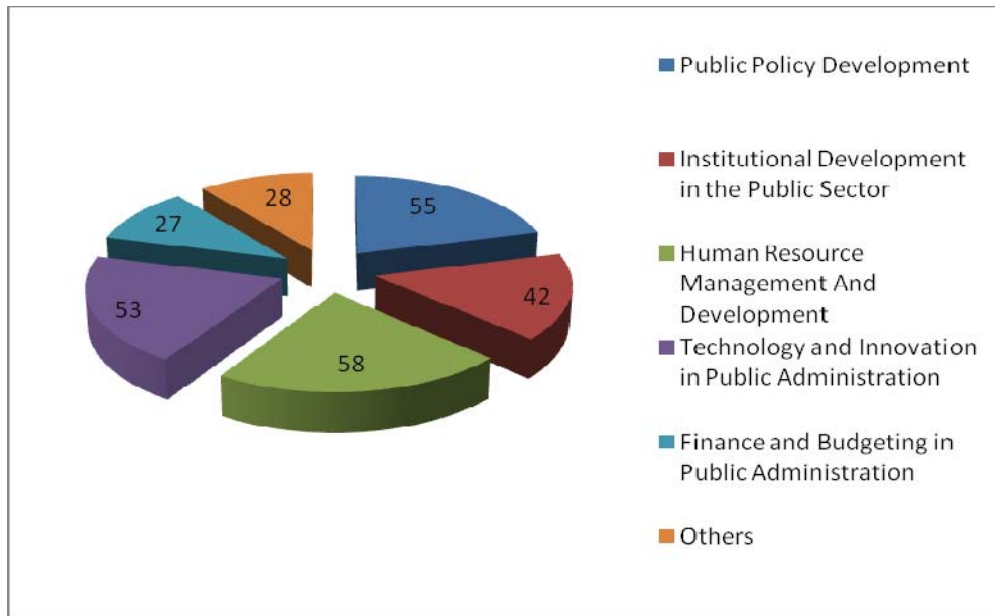


UNPAN Website Feedback Analysis March 2010 – August 2012

Total Respondents: 119

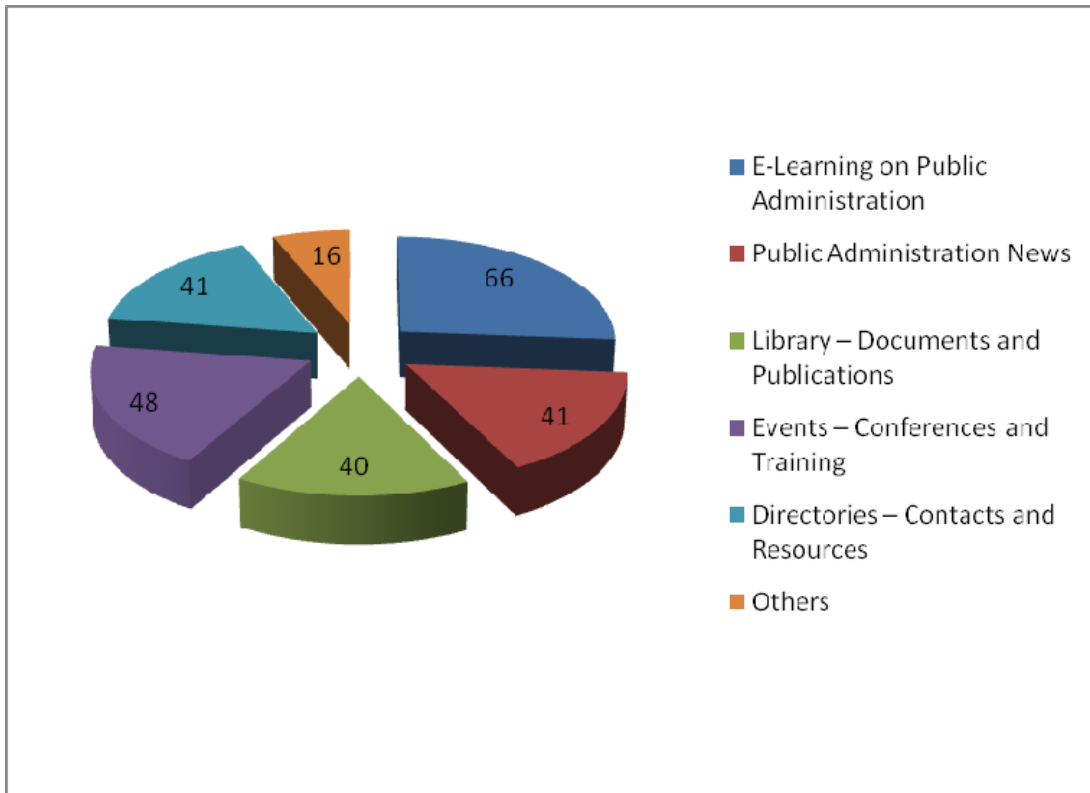
1. What are the subject areas that interest you?

Question	Response
1. Public Policy Development	55
2. Institutional Development in the Public Sector	42
3. Human Resource Management And Development	58
4. Technology and Innovation in Public Administration	53
5. Finance and Budgeting in Public Administration	27
6. Others	28



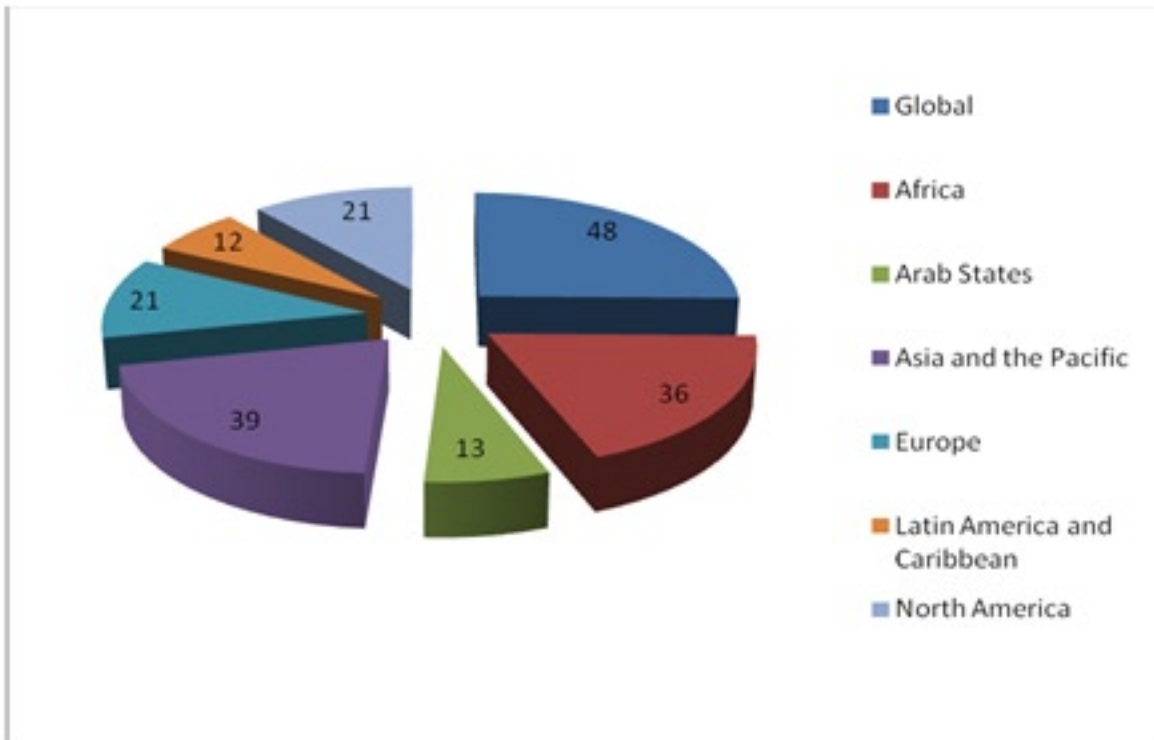
2. What are the products or services that interest you?

Question	Response
1. E-Learning on Public Administration	66
2. Public Administration News	41
3. Library – Documents and Publications	40
4. Events – Conferences and Training	48
5. Directories – Contacts and Resources	41
6. Others	16



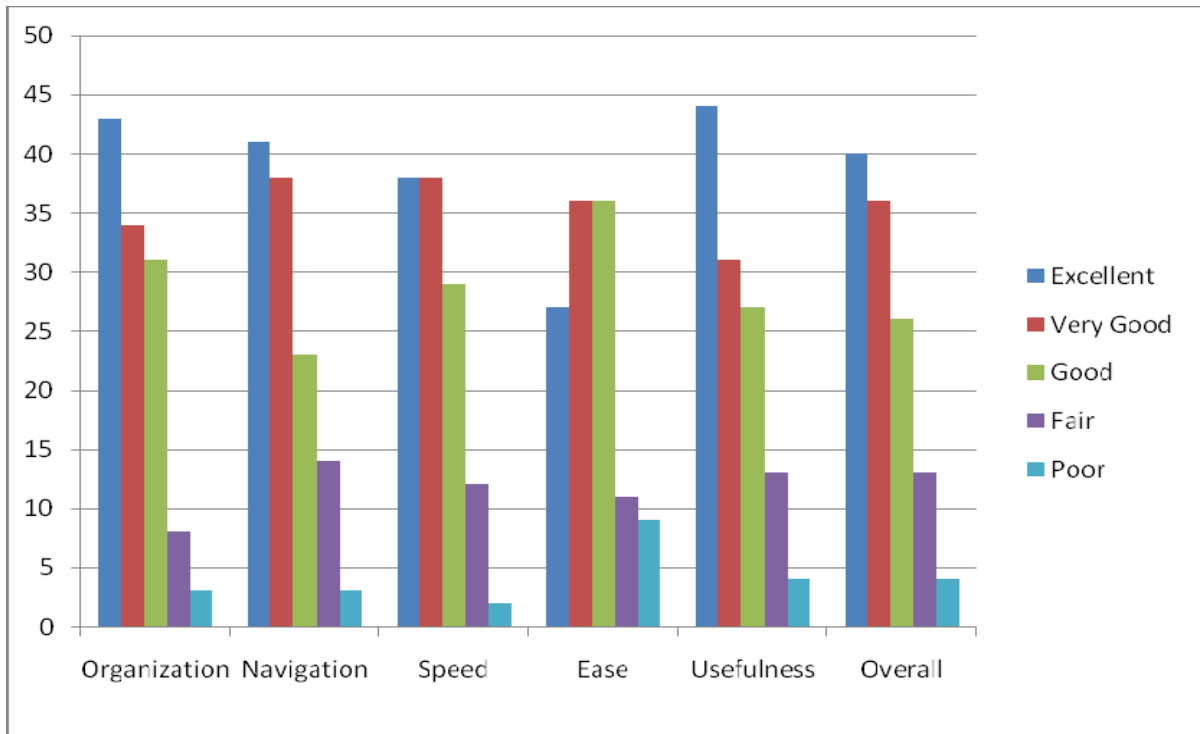
3. Which geographical areas are your focuses?

Question	Response
1. Global	48
2. Africa	36
3. Arab States	13
4. Asia and the Pacific	39
5. Europe	21
6. Latin America and Caribbean	12
7. North America	21



4. Please rate our following features:

	Excellent	Very Good	Good	Fair	Poor
Organization/ Layout	43	34	31	8	3
Navigate (ease of moving around the website)	41	38	23	14	3
Speed of Page Loads	38	38	29	12	2
Ease of finding desired information	27	36	36	11	9
Usefulness of information on the site	44	31	27	13	4
Overall website experience	40	36	26	13	4



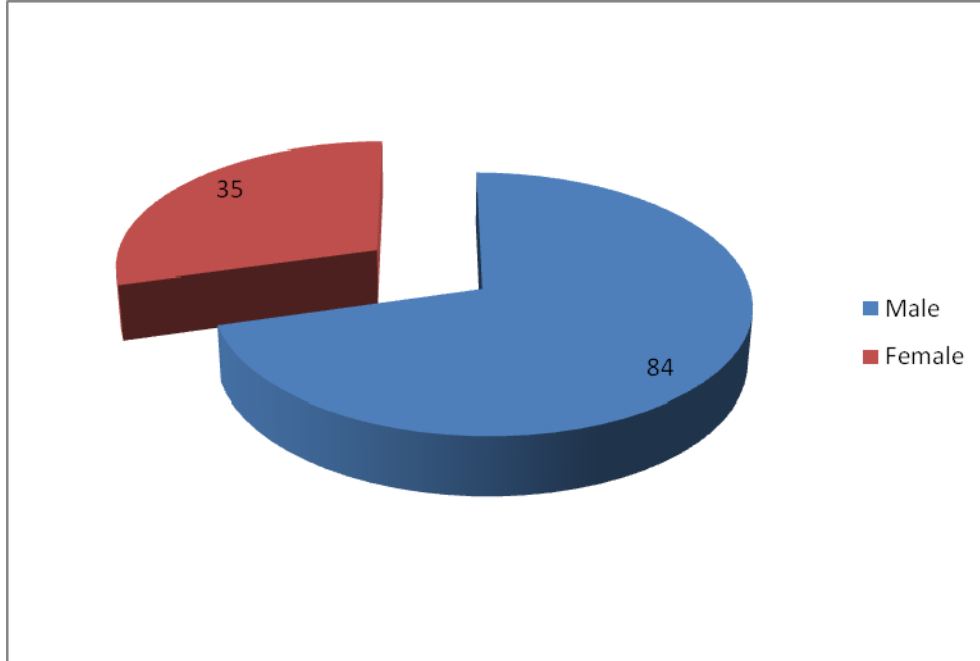
5. Please Give Us Your Comments and Suggestions:

- In particular for online courses clear direction is needed. ANY problem there should be auto-guidance system put in place.
- Please include more articles in area of development administration.
- I really look forward to get the global news about new innovations and technology of public administration. But sometimes I am not able to open the desired documents.
- The overall site navigation and material content is most relevant and useful as per specific area of study. Provide project on virtual system.
- You should improve on navigation package quickly because pages take long to open up when I would like to shift to another heading on your website.
- There should be an easier place than this form to contact the webmaster.

- I am having a lot of trouble finding appropriate contact info for letters of political or human rights support
- Especially in choosing areas of interest, it is difficult to take one or two of them and leave others because all are equally important. Therefore, I appreciate your website I found that all areas are really crucial especially for the developing countries.
- For a new user, it is very complicated to do the course with all those codes requirement and thus time consuming.
- Please expand the program to include more courses on Leadership, Management, Effective supervision, Project Monitoring and Evaluation.
- Make this course known to the world by using this same e-learning in most universities in the world.
- We need to text the criteria adopted by the United Nations to measure the readiness of the transition to e-Government.
- I would like to see more activities about Africa.

6. Gender:

Question	Response
1. Male	84
2. Female	35



7. Occupation:

Question	Response
1. Civil Servant	22
2. NGO Representative	20
3. Academic Staff	8
4. Student	19
5. Other Profession	50