

Questionnaires **continued**

5B Intranet evaluation questionnaire

Target group:	Staff of a national organization; adaptable to most other organizations
Method:	A questionnaire focused on the impact of the intranet [can be delivered electronically]

Staff consultation on intranet

We would like your views on the intranet, including both its good features and anything that needs to be improved. Please complete the short questionnaire below and [*processing instructions*]. This consultation questionnaire will be available until [*date*]. It should take about ten minutes to complete.

All responses will be treated as confidential.

General

- 1 What do you think are the main purposes of the intranet? *Please check one column only in each row.*

	vital purpose	main purpose	secondary purpose	minor purpose /not a purpose
An aid to delivering work				
Creating a sense of community				
Source of entertainment				
Keeping up to date with organization developments				
For senior management to communicate with staff				
For staff to communicate with each other				
To streamline business processes				

- 1.1 Does the intranet have any other significant purposes? If so, what are these?

- 2 Who are the main contributors to the intranet - and who should be? *Please check all rows that apply (both columns).*

	Current	Potentially
All staff		
Senior managers		
All managers		
Front line staff (in contact with the public)		
Specialist staff		
Administrative staff		
Staff who work from home		
Others, please specify:		

Using the intranet

3 On average, how often do you use the intranet? *Please tick one row only.*

more than once a day	
daily	
more than once a week	
more than once a month	
less than once a month	
no consistent pattern	
never	

If you never use the intranet please go on to question 8.1.

3.1 In general:

	very easy	easy	neither easy nor difficult	difficult
How easy do you find it to use the intranet?				
	very well	well	not very well	not at all well
How well do you know what is on the intranet?				

3.3 Do you currently have the intranet set as your home page?

yes no

Content

In this section we ask about intranet **corporate resources** and **information resources**. *Please indicate below your views on these intranet resources:*

Online booking services via the intranet

	very well	well	poorly	not used
4 How well do you feel that the intranet online booking system works? (e.g. room and travel bookings)				

Why is this?

Information resources section of intranet

5.1 Which parts of the intranet **information resources section** do you find most useful and why?

5.2 Which parts of the intranet **information resources section** do you find least useful and why?

5.3 Are there any other resources that you think should be included in the intranet **information resources section**?

Design and presentation

	very well	well	not very well	not at all well
6 How well do you think the intranet is designed and presented at present?				

Why is this?

6.1 What specific changes could be made to improve the design or presentation?

Technical working and navigation

7 Please indicate your response to each of the characteristics of the intranet listed below *by checking one column only in each row:*

	very good	good	poor	very poor	not used
Navigation (Ease of finding what looking for?)					
Search facility					
Remote access (from home)					
Speed of response					
Reliability					
Quality of links					
Currency (up to date?)					
Technical functionality					
Legibility					

7.1 What specific changes could be made to improve these service characteristics?

Personal

This information will only be used in analysing responses. Your reply will be treated as confidential.

8.1 Which department do you work in?

[drop down list]

8.2 How long have you worked for *[organization]*?

Less than one year one to three years more than three years

8.3 Do you normally work from home? If so, how many days per week, on average?

less than one day
 one day
 two days

- three days
- four days
- five days

Thank you very much for completing this questionnaire.