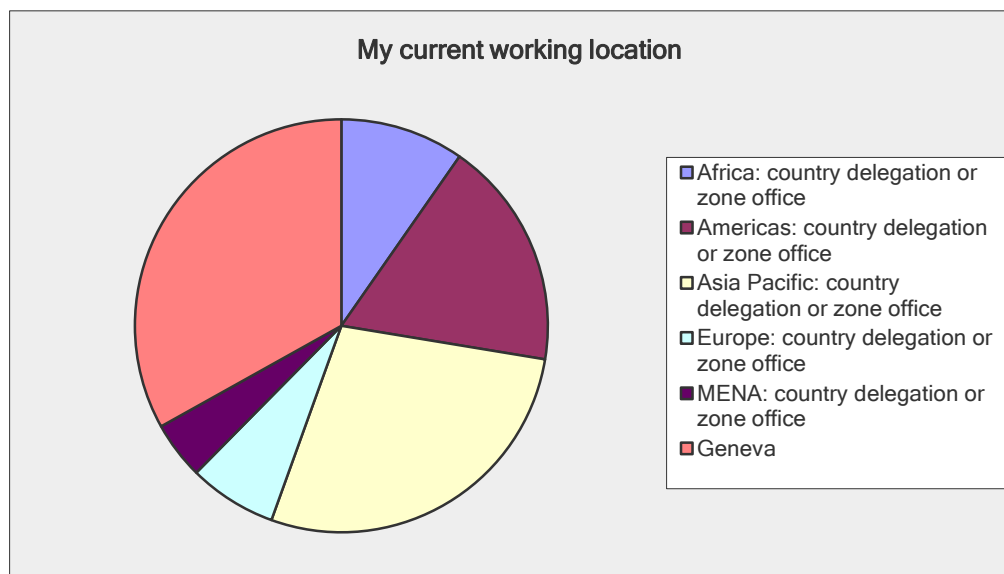


User Satisfaction Survey – 2012 – All Users

Number of respondents : 302

Distribution of respondents by geographical location :

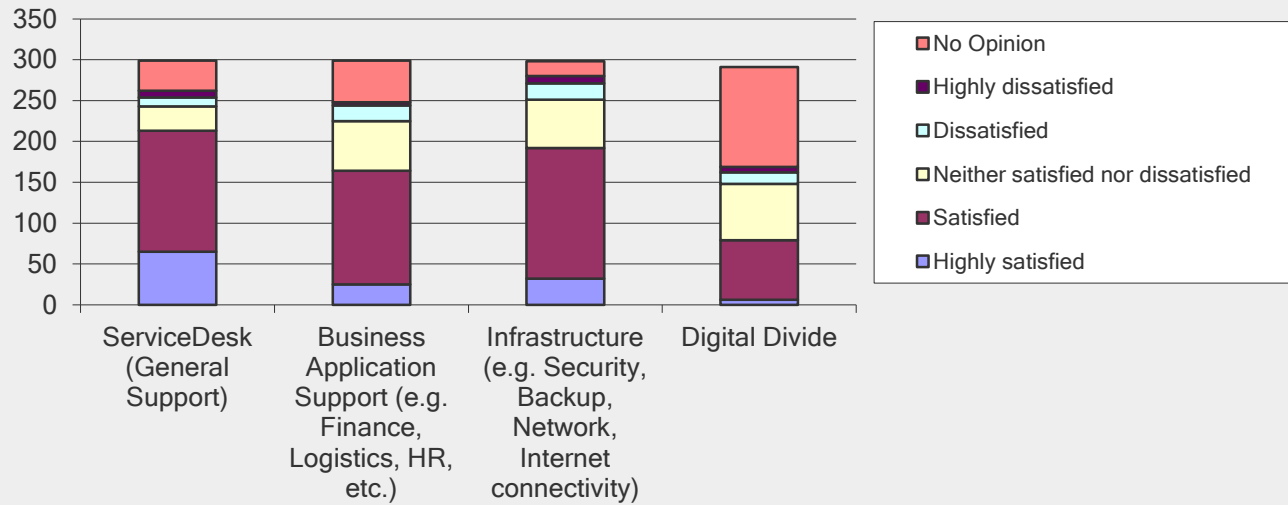


Africa: country delegation or zone office	9.7%	28
Americas: country delegation or zone office	17.9%	52
Asia Pacific: country delegation or zone office	27.9%	81
Europe: country delegation or zone office	6.9%	20
MENA: country delegation or zone office	4.5%	13
Geneva	33.1%	96
Other (please specify)		15
<i>answered question</i>		290
<i>skipped question</i>		12



Satisfaction by Service provided:

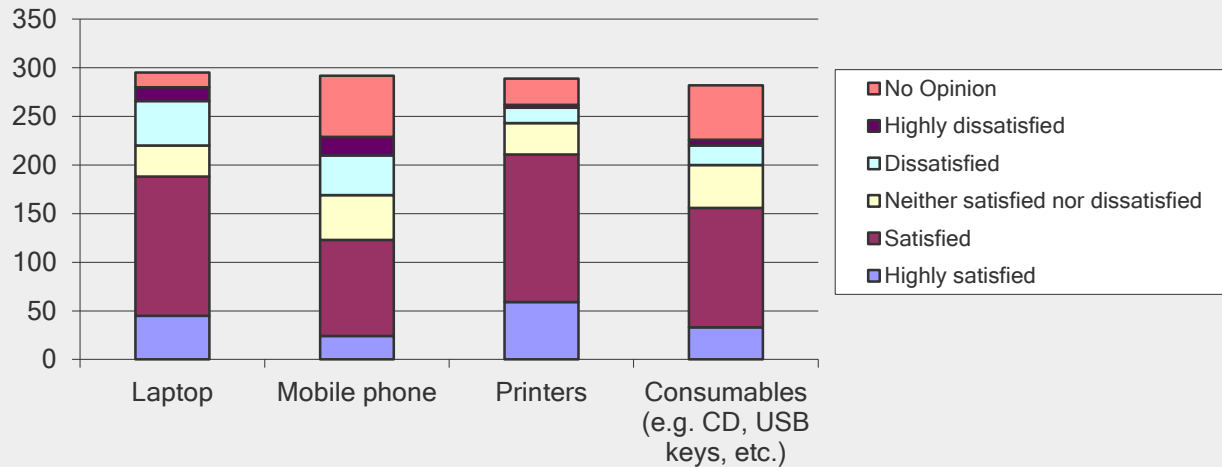
How satisfied are you with the services provided by ISD? Please rate the following:



Answer Options	No Opinion	Highly dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly satisfied	Response Count
ServiceDesk (General Support)	37	8	11	30	148	65	299
Business Application Support (e.g. Finance, Logistics, HR, etc.)	51	4	19	61	139	25	299
Infrastructure (e.g. Security, Backup, Network, Internet connectivity)	18	9	20	59	160	32	298
Digital Divide	122	7	14	69	73	6	291
Comments							40
						<i>answered question</i>	302
						<i>skipped question</i>	0



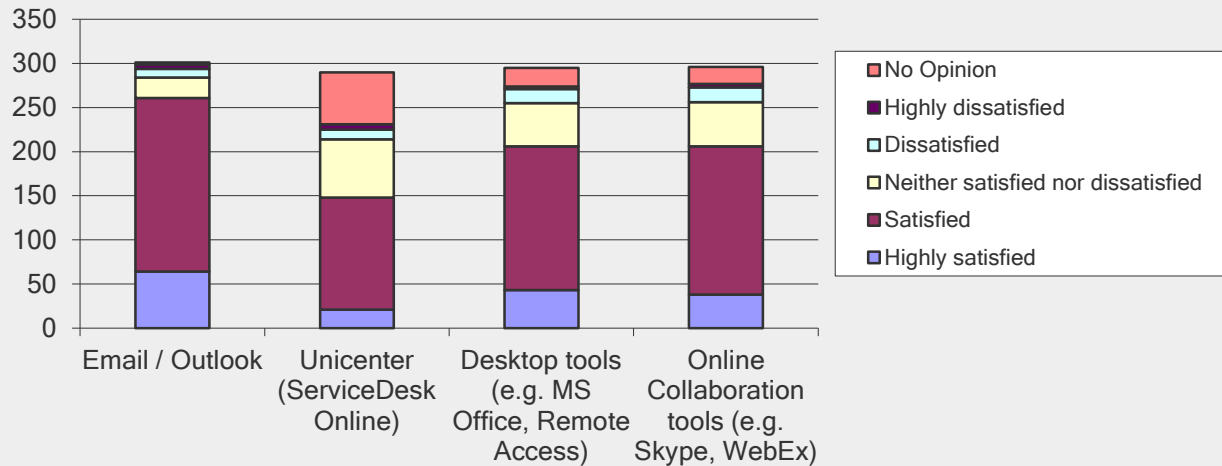
How satisfied are you with the hardware/devices provided by ISD? Please rate the following:



Answer Options	No Opinion	Highly dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly satisfied	Response Count
Laptop	15	14	46	32	143	45	295
Mobile phone	63	19	41	46	99	24	292
Printers	27	3	16	32	152	59	289
Consumables (e.g. CD, USB keys, etc.)	56	6	20	44	123	33	282
Comments							53
<i>answered question</i>							296
<i>skipped question</i>							6



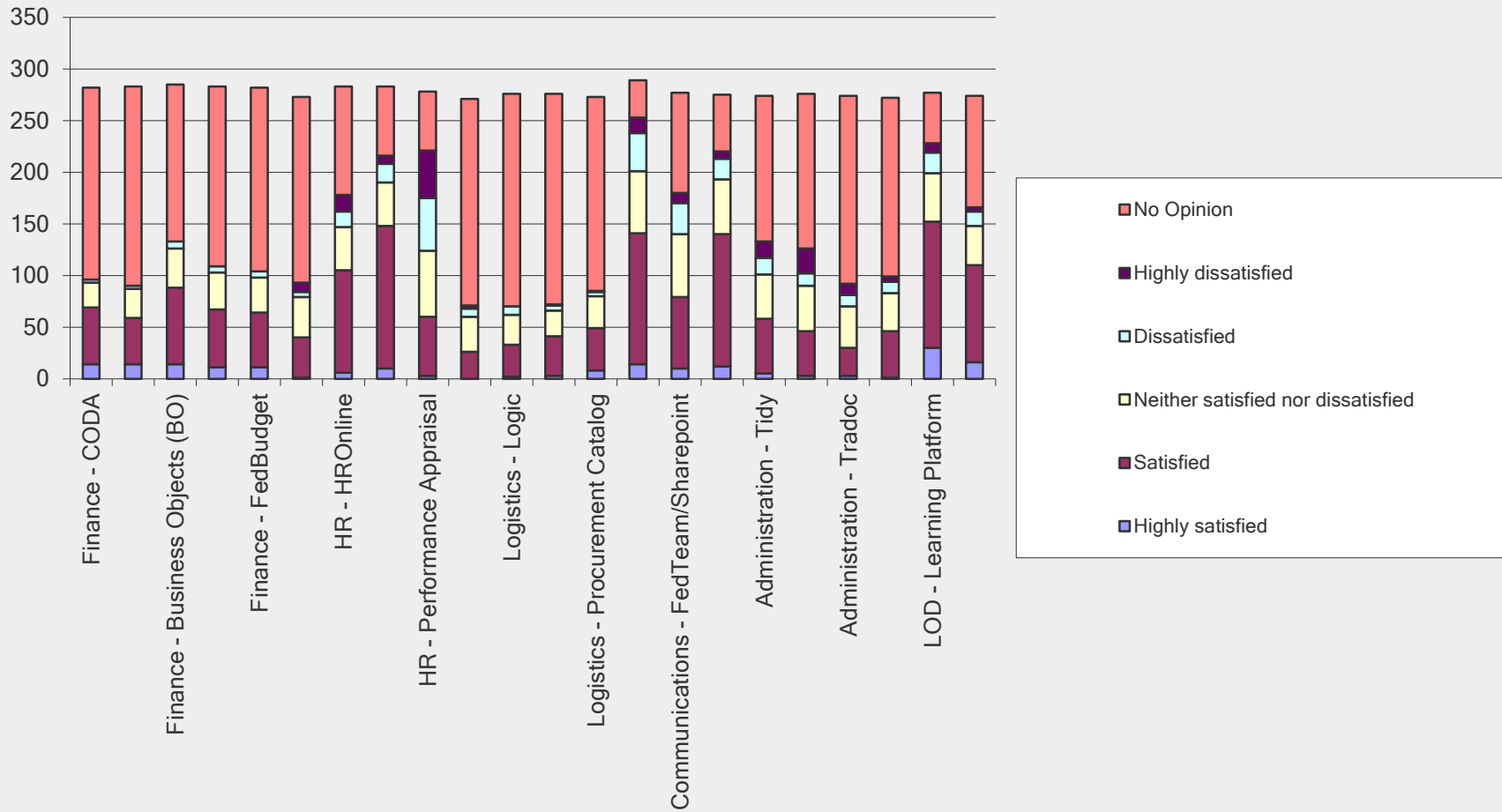
How satisfied are you with the applications supported by ISD? Please rate the following:



Answer Options	No Opinion	Highly dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly satisfied	Response Count
Email / Outlook	2	5	10	23	197	64	301
Unicenter (ServiceDesk Online)	59	6	11	66	127	21	290
Desktop tools (e.g. MS Office, Remote Access)	21	3	16	49	163	43	295
Online Collaboration tools (e.g. Skype, WebEx)	19	4	17	50	168	38	296
Comments							36
<i>answered question</i>							301
<i>skipped question</i>							1



How satisfied are you with the following frequently used business applications supported by ISD? Please rate the following:





International Federation
of Red Cross and Red Crescent Societies

Answer Options	No Opinion	Highly dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly satisfied	Response Count
Finance - CODA	186	0	3	24	55	14	282
Finance - CODA XL	193	0	3	28	45	14	283
Finance - Business Objects (BO)	152	0	7	38	74	14	285
Finance - APPLE	174	0	6	36	56	11	283
Finance - FedBudget	178	0	6	34	53	11	282
HR - SAP	180	9	5	39	39	1	273
HR - HROnline	105	16	15	42	99	6	283
HR - JobNet	67	8	18	42	138	10	283
HR - Performance Appraisal	57	46	51	64	57	3	278
Logistics - HLS	200	3	8	34	26	0	271
Logistics - Logic	206	0	8	29	31	2	276
Logistics - Fleetwave	204	1	5	25	38	3	276
Logistics - Procurement Catalog	188	1	4	31	41	8	273
Communications - FedNet	36	15	37	60	127	14	289
Communications - FedTeam/Sharepoint	97	10	30	61	69	10	277
Communications - Public website	55	7	20	53	128	12	275
Administration - Tidy	141	16	16	43	53	5	274
Administration - Trips	150	24	12	44	43	3	276
Administration - Tradoc	182	11	11	40	27	3	274
Administration - Event	173	5	11	37	45	1	272
LOD - Learning Platform	49	9	20	47	122	30	277
Disaster Management - DMIS	108	4	14	38	94	16	274
Comments							38
<i>answered question</i>							299
<i>skipped question</i>							3

ISD Service Satisfaction

Overall, the service ISD provides to the Federation has improved over the past 12 months.

Answer Options	No Opinion	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
	57	9	13	81	123	15	2.84	298
Weighted score (ignoring "No opinion")		9	26	243	492	75	3.51	
							<i>answered question</i>	298
							<i>skipped question</i>	4

ISD listened and acted on my feedback.

Answer Options	No Opinion	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
	70	7	13	73	112	23	2.73	298
Weighted score (ignoring "No opinion")		7	26	219	448	115	3.57	
							<i>answered question</i>	298
							<i>skipped question</i>	4

Overall, I am satisfied with the ISD department.

Answer Options	No Opinion	Highly dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly satisfied	Rating Average	Response Count
	18	6	17	46	178	30	3.53	295
Weighted score (ignoring "No opinion")		6	34	138	712	150	3.75	
							<i>answered question</i>	295
							<i>skipped question</i>	7

It is easy to work with ISD (services provided to users).

Answer Options	No Opinion	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count	
	31	4	13	49	160	33	3.39	290	
Weighted score (ignoring "No opinion")		4	26	147	640	165	3.79		
								<i>answered question</i>	290
								<i>skipped question</i>	12

Overall I think ISD is doing a good job with the resources it has.

Answer Options	No opinion	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count	
	31	6	12	58	147	38	3.36	292	
Weighted score (ignoring "No opinion")		6	24	174	588	190	3.76		
								<i>answered question</i>	292
								<i>skipped question</i>	10

What is the likelihood that you would recommend ISD's services to a colleague?

Answer Options	0 - Extremely unlikely	1	2	3	4	5	6	7	8	9	10 - Extremely likely	Rating Average	Response Count
	6	5	7	8	14	41	31	71	55	17	35	6.66	290
												<i>answered question</i>	290
												<i>skipped question</i>	12

Total	290	%
Promoters	52	17.9
Detractors	112	38.6
Net Promoter Score		-20.7

