2017

Intranet
User Survey
Benchmark
of selected key figures

Company XX
COMPLETED XX.XX - XX.XX 2017

Collaboration
and dialogue

Internal
news media

Work-related
information

Intra2
SHARE YOUR INTRANET

About the user survey

This report is based on the results of an online survey, completed by Company Xs employees. The purpose of the survey is to evaluate the use and value of the company's intranet.

The survey was conducted on xx - xx 2017.
A total of X(number) employees have completed the survey.

The survey consists of 11 questions hereof 4 open questions. The employees are furthermore asked to fill in demographic information such as role within the organisation, management responsibility, age, and seniority.

A full review of all data collected is gathered in a separate document.

About the benchmark

The figures from the following five questions have been benchmarked with the figures from user surveys completed in other companies:

1. Assessment of business value
2. General intranet satisfaction
3. Assessment of 10 selected parameters
4. Need for improvement
5. Time use on the intranet

The benchmark consists of data from previous Intra2 User Surveys and surveys completed by or in cooperation with:

- Worldwide Intranet Challenge (Question 1 and 2)
- Customer Carewords (Question 3)
- IntraTeam (Question 4 and 5)

1. Assessment of business value

Question:
"How valuable is the intranet for you?"

Survey answer options:
Indispensable; Very useful, Useful; Neutral or unimportant; Not useful at all.

Benchmark: Overall assessment of intranet value
On a scale of 0 to 4.

Average	3,0
Company X	2,0
Difference	-1,0

Benchmark: Distribution of answers

	Average	Company X	Difference
Indispensable	20%	10%	-10%
Very useful	20%	10%	-10%
Useful	20%	20%	0%
Neutral or unimportant	20%	30%	10%
Not useful at all	20%	30%	10%
Total	**100%**	**100%**	**0%**

Methodology

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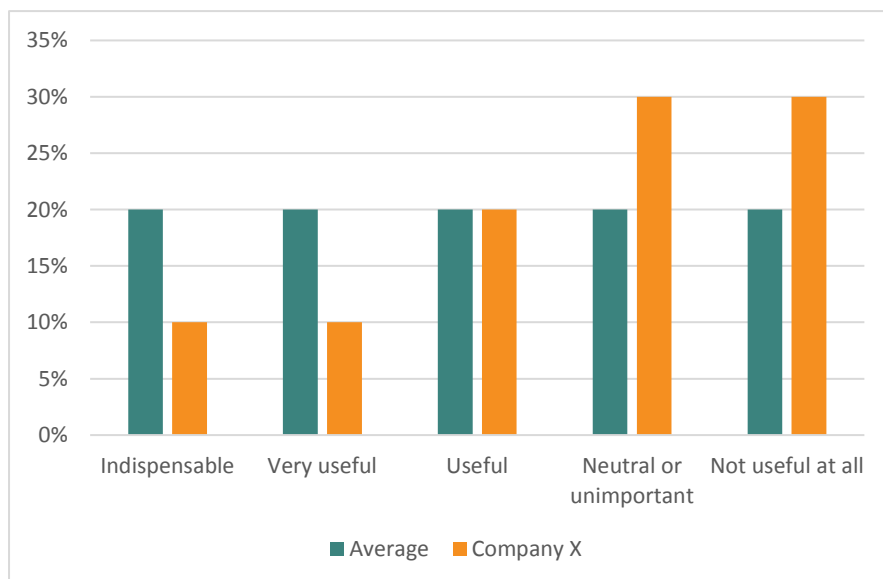
The respondents have been asked to assess the value of the intranet.

The results have been recalculated to show the value on a scale of 0 to 4.

0 is the lowest score, 4 is the highest score.

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2. General intranet satisfaction

Question:

"Choose THREE statements which best describe your present experience with the intranet."

Survey answer options:

24 statements: 12 positive and 12 negative.

Benchmark: Total score

Out of the 12 positive and 12 negative options, the respondents have chosen as follows:

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Positive statements	50%	40%
Negative statements	50%	60%
Total	**0%**	**-20%**

Company X: Distribution of answers

	Positiv	Negativ	Forskel
Homepage	10%	0%	10%
Content is relevant	5%	0%	5%
All needed information	5%	0%	5%
Content is updated	5%	5%	0%
Easy to read and understand	5%	5%	0%
Navigation	5%	5%	0%
Search	5%	5%	0%
Colleagues' contact information	0%	5%	-5%
Easy to publish content	0%	5%	-5%
Easy to comment on content	0%	10%	-10%
Supports my daily work	0%	10%	-10%
Good tool for collaboration	0%	10%	-10%
Total	**40%**	**60%**	**-20%**

Methodology

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The respondents have been asked to choose three out of **24 statements** which address **12 central factors** on a successful intranet. For each factor there is a positive and a negative statement.

If all respondents chose three positive statements, the total score will be 100%.

If all respondents choose three negative statements, the total score will be -100%.

If the number of positive and negative statements chosen are even, the score will be 0.

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The highest possible score for each category is 33 %. The lowest is -33%.

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3. Assessment of 10 selected parameters

Question:
"Which statements do you agree with?"

Survey answer options:
Fully agree; Agree; Do not agree; Don't know.
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Benchmark: Distribution of answers

	Average	Company X	Difference
Valuable homepage	40	20	-20
Information about employment	40	30	-10
Work-related information	40	40	0
Internal news media	40	50	10
Daily tool	40	20	-20
Colleagues' contact information	40	30	-10
Dialogue and collaboration	40	40	0
Updated content	40	50	10
Always accessible	40	50	10
Fast and no downtime	40	20	-20
Average of all 10 parameters	**40**	**35**	**-5**

Methodology

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The respondents have been asked to assess how strongly they agree or disagree with the following ten statements about the intranet:

1) The intranet homepage is a valuable starting page for me
2) The intranet contains all relevant information about my employment
3) The intranet is my primary source for work-related information
4) The intranet is my most important internal news media
5) The intranet is a daily tool
6) The intranet is the best tool for finding my colleagues' contact information
7) The intranet is an important tool for dialogue and collaboration
8) The content on the intranet is always updated
9) I always have access to the intranet when I need it
10) The intranet is fast and no downtime

If the respondents reply 'Fully agree' to all the statements the score will be 100.

If the respondents reply 'do not agree' to all the statements the score will be 0.

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4. Need for improvement

Question:

”Which three things are most important to improve on the intranet?”

Benchmark: Distribution of answers

	Average	Company X	Difference
Design ('look and feel')	15	10	-5
Ease of finding content	15	10	-5
Updating of content	15	10	-5
The news	15	15	0
Collaboration and dialogue	10	20	10
Supporting daily tasks	10	15	5
Accessibility (eg. mobile)	10	5	-5
Speed and uptime	10	15	5
Total	**100**	**100**	**0**

Methodology

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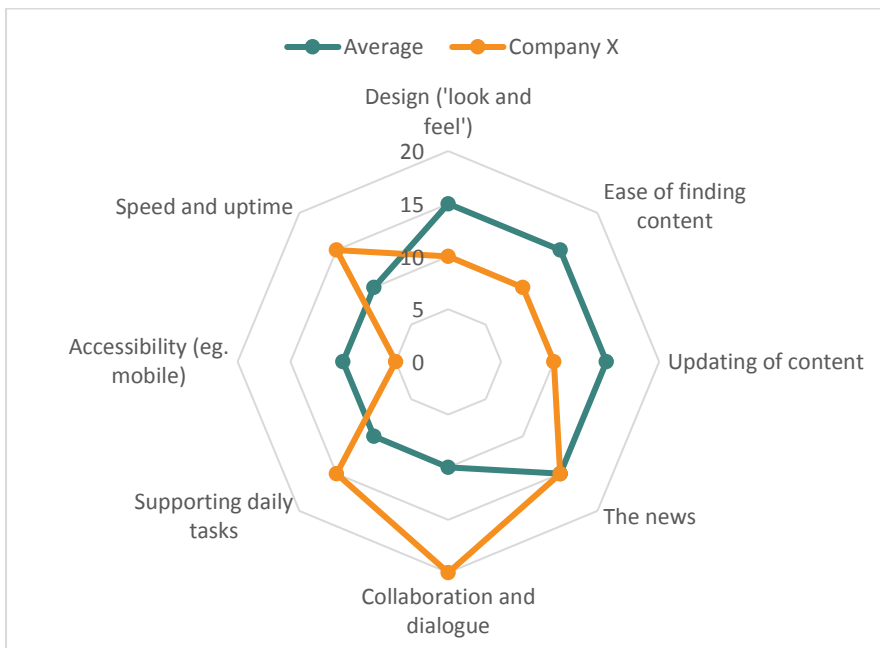
The respondents have been asked to choose and prioritise the following options:

1) Design ('look and feel')
2) Ease of finding content
3) Updating and maintaining of content
4) The news
5) Collaboration and dialogue
6) How the intranet supports my daily work tasks
7) Accessibility (e.g. on mobile device)
8) Speed and uptime

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1st priorities get three points, 2nd priorities get two points and 3rd priorities get one point.

The total of the summarised points represents 100%. The highest score for each category is 50%.

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The higher the score is, the higher the need for improvement is. All numbers greater than 0 are red.

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5. Time spent on the intranet

Question:
"On average, how much time do you spend on the intranet daily?"

Survey answer options:
More than 2 hours; Between 1 and 2 hours; Between 30 and 60 minutes; Between 15 and 30 minutes; Between 5 and 15 minutes; Between 1 and 5 minutes; Less than 1 minute.

Benchmark: Time spent on the intranet per employee

Average	20 minutes
Company X	10 minutes
Difference	-5 minutes

Benchmark: Distribution of answers

	Average	Company X	Difference
More than 2 hours	10%	10%	0%
Between 1 and 2 hours	10%	10%	0%
Between 30 and 60 minutes	20%	10%	-10%
Between 15 and 30 minutes	20%	10%	-10%
Between 5 and 15 minutes	20%	20%	0%
Between 1 and 5 minutes	10%	20%	10%
Less than 1 minute	10%	20%	10%
Total	**100%**	**100%**	**0%**

Methodology

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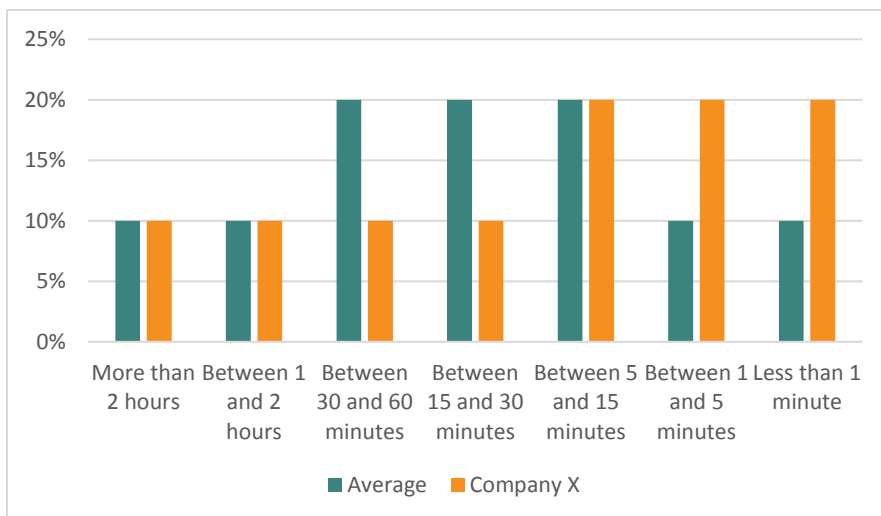
The respondents have been asked to evaluate how much time they spent on the intranet on an average daily basis.

The results have been recalculated to show the average time used per. employee.

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