USABILITY ISE-MONITOR (D.T1.2.2)

www.ise-monitor.eu/monitor

	1 Totally Disagree	2	3	4	5 Strongly Agree	Not used
The ISE monitor is useful			**X** (Ø = 2,85)			
The questions are easy to understand				**X** (Ø = 3,51)		
Monitor will be used again in the future		**X** (Ø = 2,35)				
The results are presented in a clear way			**X** (Ø =3,21)			
The elaboration of the results is useful			**X** (Ø = 3,27)			
The benchmark is useful			**X** (Ø = 3,18)			
The recommended actions are useful			**X** (Ø = 3,15)			
The provided **webinar is** useful		SK	SK,SL	SL		CK,HU,SK,IT
The provided **manual is** useful		SK	SK	SL,IT	SL	CZ,HU,SK
Remarks	(CZ) The companies havn´t seen any further advantage in filling up this monitor, some companies would appreciate the webinar in CZ language and some web browsers didn´t even open the monitor. (CZ) Language mutation doesń t work well and switches back very often into English, the registration oft he companies was helpless and pointless for the monitor. The results oft he monitor are very hard to find on the webpage. Those all aspects make this website very very user unfriendly. The benchmark and results have very low corresponding value for companies because oft he lack of data for comparison.					

(IT) - It would be very useful and appreciated by the users the provision of some kind of „personalized insight" (i.e: a report where the position of the company for what the market reference is concerned may be clearly visualized) – this may help companies to perceive the monitor as „unique" and „customized".

(IT) The report should be recorded and downloadable

(IT) When ending the questionnaire some time is not clear that is...the end! No warnings appears so that companies are not aware of having accomplished the task (and they start again).
If a user get into the monitor 2 times, previous data are deleted.

(HU) In the Hungarian version there are some false definitions of industry's options. It would be better to use the Hungarian version of NACE codes;

(HU) There are some clear answers f.e: by the pricing policy or profitability;

(HU) The questioner is too long, it would be more useful a little bit shorter document;

(HU) The questionnaire is very useful, you can reach a new point of view in the corporate governance.

(HU) It would be useful to reach the aggregated results of the companies. The important goal for us is to strengthen our network and build trust within our cluster and not having access to the results has a negative effect on this goal. This would also help the realization of project aims, the access to the firms' questionnaires (first of all the outcomes) would support our roles.

(SK) Es fehlten uns weitere quantitative Angaben, die die Internalisierung des Betriebes besser abbilden würden.

(SK) Die Befragung war sehr umfangreich und das kann einige abschrecken.

(SK) Die Fragen zu der Verrechnung der Kosten für die Dienstleistungen konnte man nicht eindeutig beantworten, da einige Dienstleistungen sind direkt im Preis des Produktes, einige sind fakultativ und werden separat geliefert.

(SK) Einige Fragen waren inhaltlich sehr ähnlich.

(SK) In der Befragung sollten die Dienstleistungen des Unternehmens besser definiert werden, damit die Trennung direkter und indirekter Produkt-Dienstleistungen entstehen kann (und separat bewertet werden).