



# SEMIDE

<http://www.semide.org>



# EMWIS

<http://www.emwis.org>

**Système Euro-Méditerranéen  
d'information sur les savoir-faire  
dans le domaine de l'Eau**

**Euro-Mediterranean Information  
System on know how in the water  
sector**

**Suzan TAHA**  
National Focal Point  
JORDAN

EURO-MEDITERRANEAN PARTNERSHIP





## Status

- **Apart from the Spanish Focal Point, no survey was so far carried out by any NFP to find out about the Users needs or expectations and assess the satisfaction of such users.**
- **Jordan, Cyprus and Algeria are planning such a survey in 2006/2007**



# Assumptions

- **EMWIS NFP Web page is active**
- **A suggestion Service is in place which allows NFP to respond to inquiries made by the Users**
- **Need for general and quick assessment of the EMWIS NFP service.**

**(Online questionnaire)**



# 1. On Line Questionnaires

**This allows getting feed-back from the users about their needs and satisfaction, using a questionnaire deployed on the NFP web page.**



# 1. On Line Questionnaires

- **Information is divided into 5 classes :**
  - a. Data on the user's profile:**
    - **Affiliations: Student, Teacher, researcher, civil servant, Company, NGO, Others**
    - **Country of origin (Drop Menu with Countries)**
    - **Frequency of consultation: (daily, several days a week, weekly, bimonthly, monthly, rarely, never.**



# 1. On Line Questionnaires

## **b. Suggestion service**

- **Has this service been used before and for what?**
- **Comments on the type of response from NFP.**
- **Usefulness of the replies/information provided by EMWIS NFP**
- **Overall value of the NFP service**
- **Comments**



# 1. On Line Questionnaires

## c. Contents

- **Usefulness of the information provided by the NFP for the different parts of the Web site (Inst., Doc., Training, Data Management, News, Events, etc., )**
- **Overall Value of the Information provided in each theme (V. Satisfactory, Satisfactory, Fair, Unsatisfactory, No answer)**
- **Indicate Content of which Theme that should be more developed**
- **Suggestions for development of new themes**
- **Comments**



# 1. On Line Questionnaires

➤ In the Documentation, which are the contents that you find the most interesting?

- Water Related Libraries
- Water News and Updates
- Legislations
- Documents
- Bibliographical References



# 1. On Line Questionnaires

## e. Overall Assessment of the Focal Point

➤ Very Satisfactory,

➤ Satisfactory,

➤ Fair,

➤ Unsatisfactory

➤ No answer

**Suggest to Keep the  
survey for 3 months**



## f. Suggestions to Improve Usefulness of Information

## g. Suggestions to Improve Service



# Survey Questionnaire

## Applicability

- Could be used when EMWIS NFP Web page is not well known / insufficiently developed
- There is time and resources to Carry out focused interviews and surveys

## Benefits:

- More Interactive
- Potential stakeholders will fill the survey
- More chance to develop the content
- Increase Awareness of EMWIS



## 2. Survey Questionnaire

### Target Users:

- National Institutions
- Regional Water Administrations (Basins Agencies?)
- Water Utilities
- Universities
- International Organizations (Based in the country)
- Donors
- NGO's
- Training Centers
- Research Centers
- Development Projects (MEDA Water, etc..)



## 2. Survey Questionnaire

### ➤ Means of Dissemination:

- ❑ Questionnaire plus background info/Brochure about EMWIS NFP should be distributed first (Emails, Fax, Surface Mail) and inviting the interviewees to consult the web site
- ❑ Ideally Questionnaire could be distributed in an Info Seminar (for selected representatives)
- ❑ This should be Followed by Focused Interviews explaining about EMWIS, and answering the questionnaire.



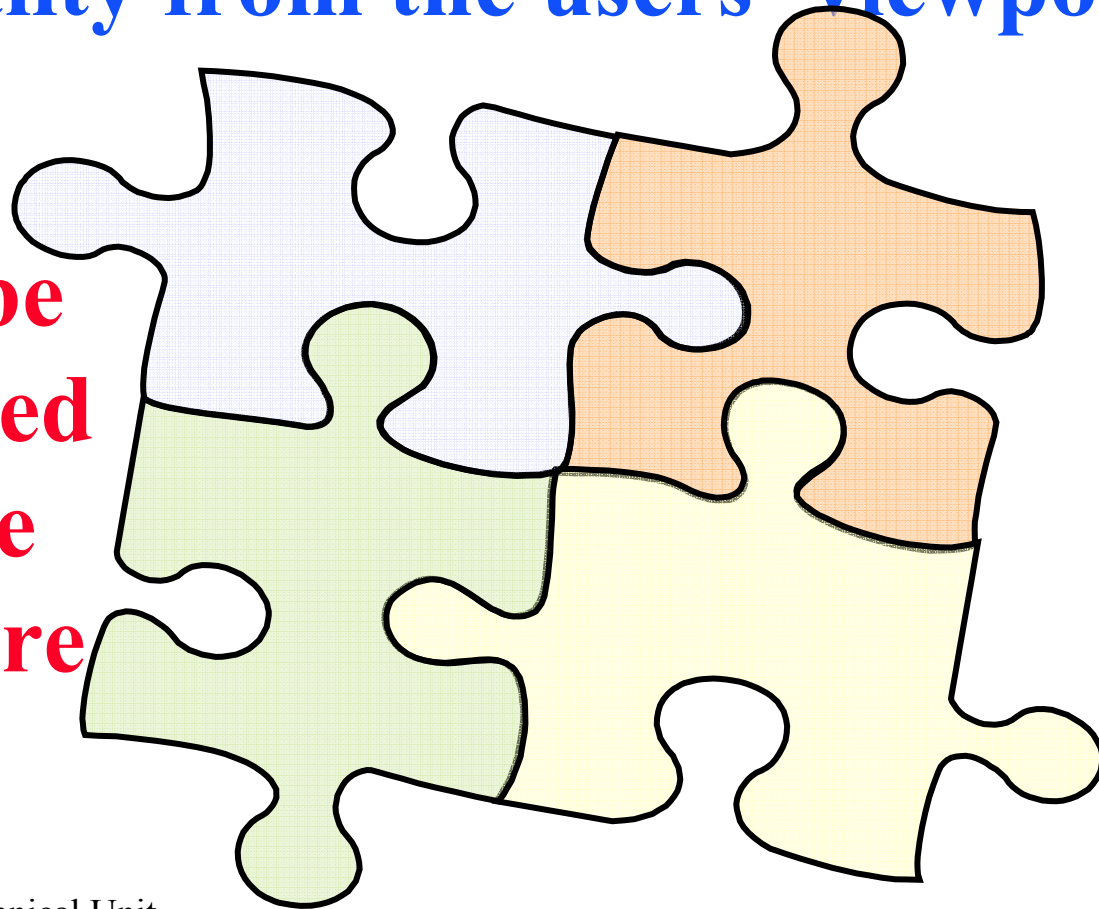
➤ **The type of information can be divided into two classes: Geographic information, and Content information such as: Water supply, agriculture and irrigation, drinking water, groundwater, analysis and water quality, water pollution, culture (consumption, water prices, etc.), hydrological data, wastewater treatment and reuse, desalination, ecology and environment, water economy, hydroelectric power, water management and administration, environment impact, hydraulic infrastructures, sanitation and sewers, others.**



# Ultimate Objective

**ensure the proper delivery of the services and control the quality from the users' viewpoint.**

**Suggest to be  
complemented  
with Online  
Questionnaire**



**THANK YOU  
& See U Soon  
Insha Allah**

