**COIN SURVEY RESULTS**

**Year 2014**

**PART 1 - General background information (4 questions)**

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| **Question 1 - You are based in:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Decentralized office (country or liaison office) | 63% | 162 |
| Regional/Sub-Regional office | 33% | 87 |
| HQ | 4% | 11 |
|  | | **260** |

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| **Question 2 - Your grade is:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Director | 2% | 5 |
| Professional | 25% | 64 |
| General Service | 45% | 116 |
| Consultant/PSA | 17% | 44 |
| Other\* | 12% | 30 |
| ***answered question*** | | **259** |

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| **Question 4 - Which of the following FAO administrative systems do you use regularly?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| GRMS | 88% | 220 |
| eBMM | 6% | 16 |
| FPMIS | 56% | 140 |
| iMIS | 34% | 85 |
| Other (please specify) | 25% | 63 |
| ***answered question*** | | **249** |

**PART 2: Use of COIN (8 questions)**

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| **Question 5 - How often do you use COIN?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Very often (at least once a day) | 22% | 46 |
| Often (2-3 times a week) | 39% | 81 |
| Occasionally (2-3 time a month) | 28% | 58 |
| Rarely or not at all | 11% | 23 |
| ***answered question*** | | **208 (80%)** |

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| **Question 6 - Which COIN functions do you use?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Looking up country/office information (e.g., telephone numbers, premises data, pouch schedule…) | 81% | 169 |
| Updating information for your country/office | 46% | 96 |
| Looking up security information | 30% | 63 |
| Administrative transactions (e.g., disposal, panel of signatories) | 46% | 95 |
| Managing expenditures and budgets | 33% | 69 |
| Other COIN functions\* | 27% | 57 |
| ***answered question*** | | **160 (80%)** |

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| **Question 7 - The most useful working tools in COIN are...** | | | | |
| **Answer Options** | | **Response Percent** | | **Response Count** |
| Budget management | 42% | | 88 | |
| Disposal requests | 45% | | 93 | |
| Panel of signatories | 28% | | 59 | |
| Local contracts | 35% | | 72 | |
| Local inventory | 41% | | 86 | |
| Vehicles logs | 26% | | 55 | |
| ICT equipment replacement | 31% | | 64 | |
| Security budgetary requests | 32% | | 66 | |
| Visitor briefing schedule | 15% | | 31 | |
| I do not use these tools | 31% | | 64 | |
| ***answered question*** | | | **208 (80%)** | |

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| **Question 8 - The most useful information tools in COIN are ...** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Country page | 96% | 156 |
| Office page | 83% | 135 |
| Security information | 51% | 83 |
| Fixed assets information | 67% | 109 |
| Contact information | 80% | 130 |
| Premises information | 44% | 71 |
| Ministerial lists | 40% | 64 |
| Staff presence | 67% | 109 |
| DSA rates & travel agents | 79% | 128 |
| Depository libraries | 11% | 18 |
| Country visitors | 23% | 38 |
| ***answered question*** | | **162 (62%)** |
| ***skipped question*** | |  |

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| **Question 9 - Would you add more functions to COIN?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| No | 28% | 59 |
| Don’t know | 61% | 126 |
| Yes (please specify) | 11% | 23 |
| ***answered question*** | | **208 (80%)** |

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| **Question 11 - How would you rate COIN on the following parameters:** | | | | | |
| **Answer Options** | **Excellent** | **Very good** | **Good** | **Fair** | **Poor** |
| Look & feel (general design and appearance) | 12% | 41% | 37% | 9% | 1% |
| Organization of the content | 10% | 41% | 34% | 13% | 2% |
| Ease of finding information | 10% | 38% | 32% | 17% | 3% |
| The information available in COIN for Field Offices is | 11% | 38% | 37% | 13% | 1% |
| ***answered question*** | | | | | **208 (80%)** |

**Part 3 - COIN Manuals, Help Desk and training requirements (12 questions)**

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| **Question 14 - Do you have time to check the COIN user manual?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 20% | 19 |
| No | 23% | 22 |
| Sometimes | 57% | 54 |
| ***answered question*** | | **95 (37%)** |

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| **Question 15 - The quality of the COIN user manual is:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Excellent | 1 | 1 |
| Very Good | 39 | 37 |
| Good | 54 | 51 |
| Fair | 4 | 4 |
| Poor | 2 | 2 |
| ***answered question*** | | **95 (37%)** |

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| **Question 16 - Do you find the “Quick Find” search function available in COIN useful?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 44% | 87 |
| No | 9% | 17 |
| Don't know this functionality | 47% | 93 |
| ***answered question*** | | **205 (76%)** |

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| **Question 17 - Do you know that a Country Office Management Manual exists?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 45% | 93 |
| No | 55% | 112 |
| ***answered question*** | | **205 (79%)** |

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| **Question 18 - Which sections of the Country Office Management Manual do you usually check ?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Budget Management | 52% | 48 |
| COIN | 45% | 41 |
| Communication and Advocacy | 4% | 4 |
| Delegation of Authority | 33% | 30 |
| FAO Country Office Network | 42% | 39 |
| Human Resources Management | 58% | 53 |
| Monitoring Evaluation and Reporting | 18% | 17 |
| Office Management | 51% | 47 |
| Security | 37% | 34 |
| UN Coherence | 4% | 4 |
| Other\* | 9% | 8 |
| ***answered question*** | | **92 (35%)** |

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| **Question 20 - Do you think that manuals should be translated into:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| French | 28% | 65 |
| Spanish | 23% | 54 |
| No need for translation | 29% | 68 |
| Don’t know | 19% | 45 |
| ***answered question*** | | **232** |

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| **Question 21 - Do you feel there is a need for more training?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 70 | 143 |
| No | 20 | 41 |
| Don't know | 9 | 19 |
| ***answered question*** | | **203 (78%)** |

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| **Question 22 - Which type of training do you need?** | | | |
| **Answer Options** | **Response Percent** | | **Response Count** |
| Navigation | | 38% | 61 |
| Modules associated with a workflow | | 75% | 120 |
| Don’t know | | 12% | 19 |
| Other (please specify)\* | | 9% | 14 |
| ***answered question*** | | |  |

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| **Question 23 - Which mean of training would you prefer?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Video Conference or Skype session | 37% | 59 |
| Training sessions in the field | 55% | 89 |
| On line simulations | 46% | 74 |
| User manual | 33% | 53 |
| Don’t know | 4% | 6 |
| Other\* | 7% | 12 |
| ***answered question*** | | **293 (62%)** |

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| **Question 24 - COIN Help Desk** | | | | | |
| **Answer Options** | **Excellent** | **Very good** | **Good** | **Fair** | **Poor** |
| The quality of the replies received from the COIN help desk is: | 14% | 35% | 38% | 13% | 1% |
| The timing of the replies of the COIN help desk is: | 13% | 34% | 38% | 14% | 1% |
| ***answered question*** | | | | | **202** |