Number and type of user feedback mechanism(s) on knowledge needs used

Indicator Number:
3

Logic Model Component:
Processes

Data Type(s):
Count, qualitative

Short Definition:
Captures the mechanisms used to collect feedback on knowledge needs and preferences from users of KM outputs

Definition and Explanation (Long):
This indicator captures the number and types of mechanisms used to collect feedback from users of KM outputs. These mechanisms might include surveys, questionnaires, interviews, rating forms, opinion polls, focus group discussions, and usability assessment/testing. In this context the feedback process involves the application of user comments and opinions about the usefulness and usability of KM outputs to improve outputs and/or to develop new activities.

Data Requirements:
Self-report of number of user feedback mechanisms used, by type

Data Sources:
Administrative records

Frequency of Data Collection:
Semiannually

Purpose:
This indicator measures the various ways in which feedback is collected from intended users. Using multiple methods to collect this feedback ultimately leads to higher quality data. Using a wide range of methods to collect data can help address different user preferences for providing feedback. For example, a user may not want to respond to an online survey. The survey could offer an option to email from a website or print feedback form and mail in order to reach users who might otherwise not complete the survey.

Issues and Challenges:
Since these data are disaggregated by type, this indicator can also help an organization identify what vehicles are most useful for collecting user information and adjust their approaches accordingly.

**Related Indicators:**

See Chapter 4 (pp. 45-52). A number of indicators that measure the usefulness of KM products and processes to clients.

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