



WP2 User Needs Analysis

Online surveying tool for collecting user's needs in
the different countries

Project number 2013-1-ES1-LEO05-67368



This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein

1. Introduction

In this document we show the online surveying tool for collecting user's needs that has been used in the different countries.

For the conduction of the survey, a questionnaire specifically addressed to people working and studying in the tourism sector was designed by the WP coordinator and amended and improved by all partners.

This is a structured questionnaire of closed questions, mostly dichotomy questions although some multiple choice closed questions have been used in order to know more about the training needs of the respondents.

The final design of the questionnaire was uploaded to survey monkey, a online surveying tool, which has the following features:

- **Flexible survey design.** Survey monkey has a package that allows us to update colors, font and header graphics which helps us to identify the survey with the project and linking the survey to our emails, websites, etc.
- **Skip logic.** We have been able to design a complex survey, we mean, it's often useful to let respondents skip a whole section of questions that don't apply to them. Survey skip logic lets us define, for instance, that those who answer "no" to question 10 should skip to question 15.
- Survey monkey **lets us do a daily monitoring** of the answers received to the survey.
- **Data analysis.** Survey Monkey provides a report summarizing the answers to each question. Subsequently, we have deeply analyzed the results of the data using a specific software to analysis statistical data.

This questionnaire will continue open during the life of the project in order to continue collecting more information about the training needs of the tourism sector. This tool will be used in other EU projects in which it is required to use a similar tool to identify training needs or other issues.

2. Online surveying tool for collecting user's needs in the different countries

Spain

<https://es.surveymonkey.com/r/KKKZHPB>

Germany

<https://de.surveymonkey.com/r/ETHITge>

Hungary

<https://es.surveymonkey.com/r/KQ2L5JR>

Iceland

<https://es.surveymonkey.com/r/5NK7NSP>

Italy

<https://it.surveymonkey.com/r/ETHITit>

Portugal

<https://pt.surveymonkey.com/r/ETHITpt>

UK

<https://es.surveymonkey.com/r/ETHITsheffiedl>