



LABORATÓRIO DE INSTRUMENTAÇÃO
E FÍSICA EXPERIMENTAL DE PARTÍCULAS
partículas e tecnologia

INTERNAL COMMUNICATION SURVEY

Leonor Coimbra **JORNADAS LIP | Évora | 17 Fevereiro 2018**

The survey



**Sent by
email**



**07/09/17
10/10/17**



**75
answers
~ 40%**

- Understanding better internal communication and providing a more clear picture of it
- Knowing LIP members opinion about some proposals or work developed by LIP ECO 1
- Identifying Problems

Results



A horizontal white line spans the width of the slide. Two black circles are placed on the line, one to the left of the center and one to the right. Below each circle is a text label.

**The 5 main
conclusions**

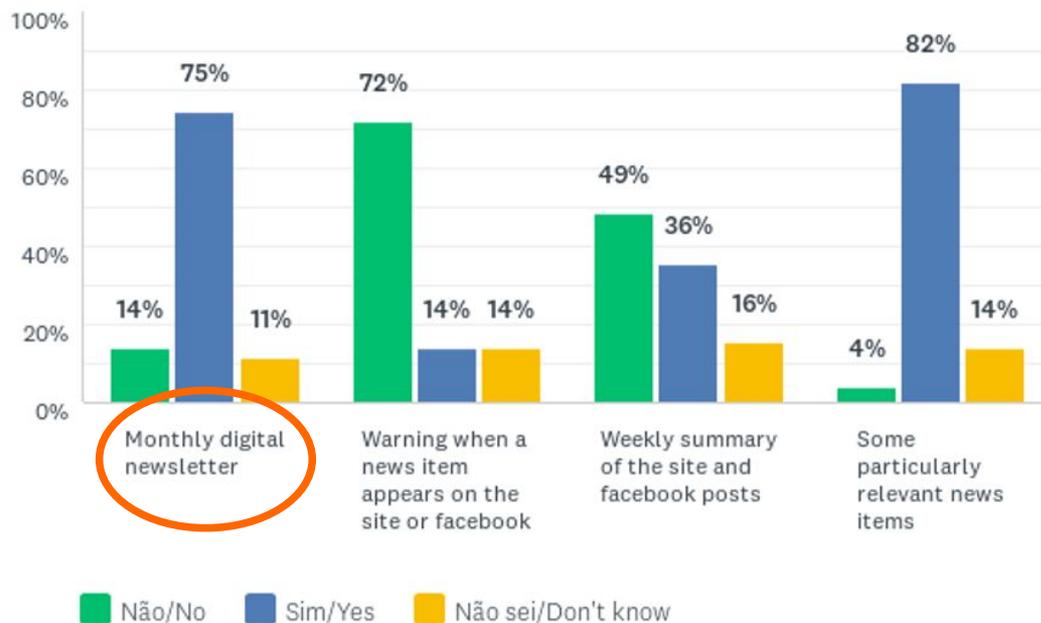
**Suggestions
overview**

1.

Digital newsletter

Gostarias de receber por email...? / Would you like to receive via email...?

Responderam: 75 Ignoraram: 0



2.

**More useful information in the
intranet**

2.

P7. Intranet Opções de resposta	%	N
Set of slides introducing LIP to be included in presentations	79%	58
Image repository	78%	57
Templates for presentations and documents	77%	56
Calendar on LIP, university and related events for the academic year	73%	53
Practical info for newcomers (burocratic procedures, finding a place to live, etc...)	71%	52
General institutional texts to be included in applications, etc.	63%	46
Others (Please specify or add your comments)	11%	8

2. More useful information in the intranet

3.

Mailing list & asking people

so far, most used information sources.

Mailing list – 77% utiliza muito, 18% algumas vezes, 5% nunca. // 73 pessoas

Pergunta a pessoas – 67% utiliza muito, 29% algumas vezes, 4% nunca. // 73 pessoas

Website – 50% algumas vezes, 42% utiliza muito, 8% nunca. // 74 pessoas

Intranet – 50% algumas vezes, 31% utiliza muito, 17% nunca // 71 pessoas

Relatórios anuais – 55% algumas vezes, 27% utiliza muito, 18% nunca // 74 pessoas

Base de dados – 41% utiliza algumas vezes, 34% nunca, 24% utiliza muito / 70 pessoas

Boletim LIP – 54% algumas vezes, 23% utiliza muito, 24% nunca // 71 pessoas

Redes Sociais – 59% nunca, 34% algumas vezes, 7% muitas vezes // 70 pessoas

Posters corredor – 61% nunca, 34% algumas vezes, 4% muitas vezes // 70 pessoas

Wiki LIP users – 57% nunca, 42% algumas vezes, 1% muitas vezes / 67 pessoas



3. Information sources

P8

<u>Channels Types</u>	Site news	Intranet / Wiki	Email	Social media	Digital news-letter	LIP-News Bulletin	Corridor board	Nenhum / None	Total Answers
Seminars, other events	54% 40	9% 7	85% 63	11% 8	27% 20	8% 6	26% 19	0%	74
Research@LIP (results, papers, experiments)	49% 36	12% 9	36% 27	23% 17	47% 35	45% 33	7% 5	0%	74
Groups/ members (theses, new members, prizes, meetings)	41% 30	10% 7	41% 30	32% 23	37% 27	52% 38	8% 6	0%	73
Management, funding (opportunities, calendars, evaluations)	15% 11	28% 20	81% 58	4% 3	28% 20	14% 10	18% 13	0%	72
Universities (calendars, seminars, events)	34% 23	16% 11	54% 37	15% 10	29% 20	16% 11	24% 16	3% 2	68
CERN news	46% 32	5% 4	28% 19	20% 14	36% 25	35% 24	7% 5	4% 3	69
Particle physics & related areas	47% 33	7% 5	24% 17	26% 18	44% 31	41% 29	9% 6	1% 1	70

3. Information channels

4.

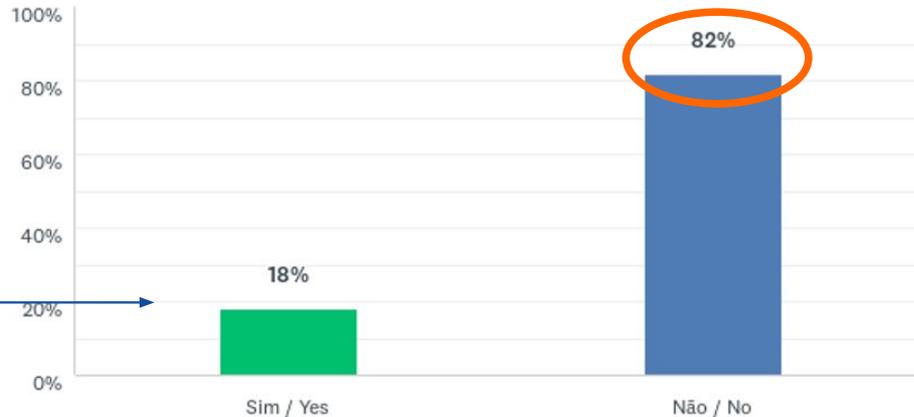
Evaluation is generally positive

P9

No último ano, lembraste de casos em que informação importante não te tenha chegado em tempo razoável por canais apropriados? / During the last year, do you recall situations in which important information did not reach you through appropriate channels within a reasonable time delay?

-

Responderam: 71 Ignoraram: 4

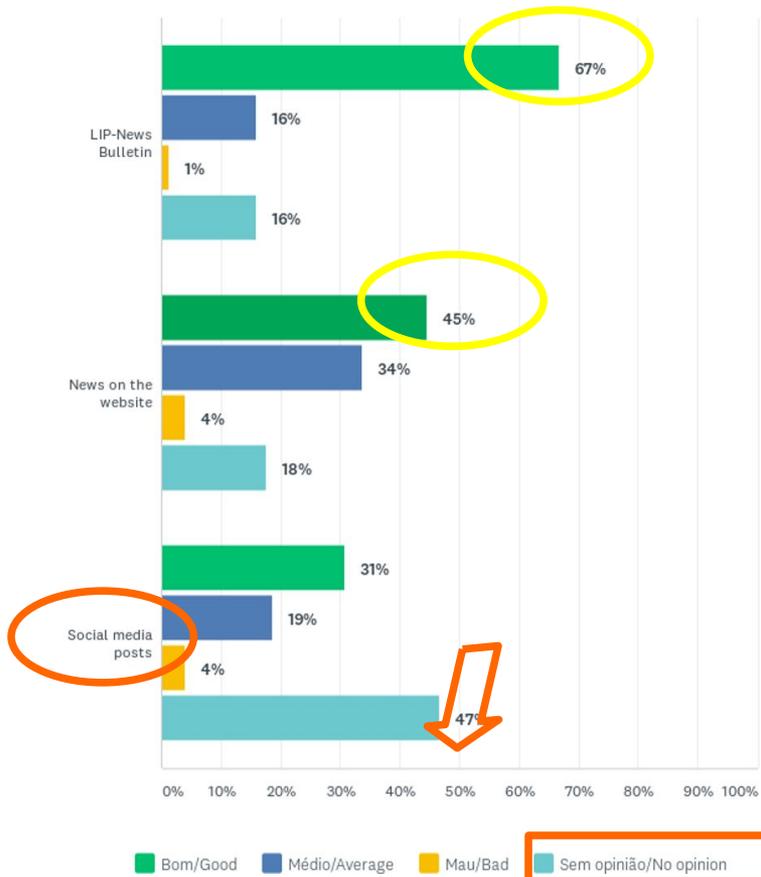


Time
Channel
Notifications of
events,
(co) organized by LIP
Language EN

P4

Como avalia os conteúdos dos seguintes meios de comunicação? / How do you evaluate the contents of the following communication instruments?

Responderam: 75 Ignoraram: 0



5.

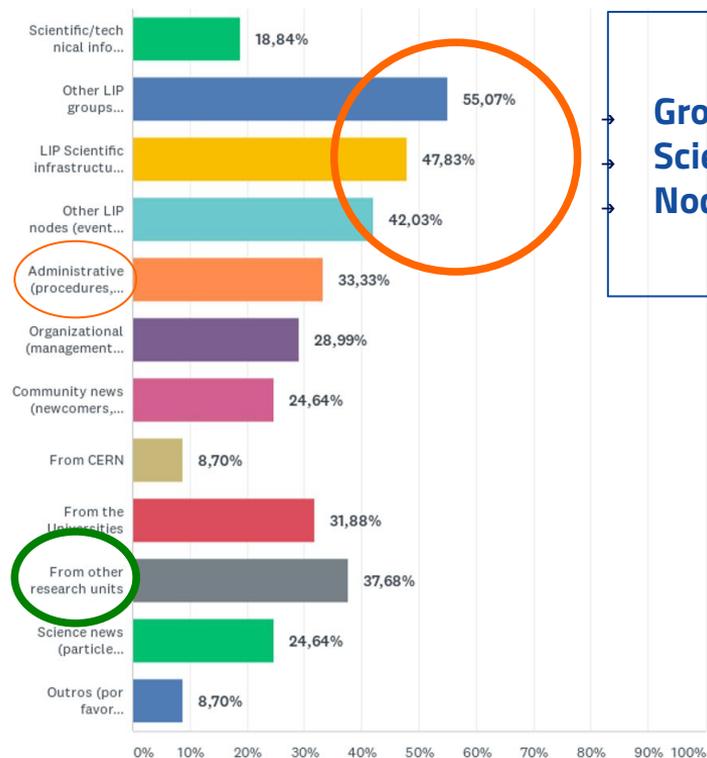
Most felt needs

information about other groups, infrastructures and nodes

P5

De que informação sentes mais falta no teu quotidiano no LIP? / What info you feel is lacking the most in your daily activities at LIP? (Escolhe quantas opções quiseres / Select as many options as you want)

Responderam: 69 Ignoraram: 6



**Groups
Scientific Infrastructures
Nodes**

6.

What to do

many useful suggestions!

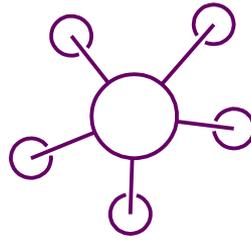
Talk more often

6. What to do?

- More seminars
- More discussions on organizational strategy
- More informal spaces for exchanging information
- Facilitation of transversal thematic sessions (e.g. Communication Skills, Women in STEM)
- Collaboration with C4: science news, scientific information, applications
- More opportunities to interact with LIP ECO: **open meeting monthly**

“ *Informal short presentations of 5-15 minutes by all groups just about anything that could be interesting, organized periodically.*

New channels



6. What to do?

- Screens (and its ancestor bulletin boards) with news in spaces where people usually meet
- Electronic panels and anonymous boxes for direct, real-time messaging or suggestions
- Dedicated spaces for information exchange and **resource sharing** about more specific areas (e.g. hardware/acquisition software)
- Personal page template
- Temporary forums that would allow for common problems in the application processes to be addressed with more efficiency

More participation

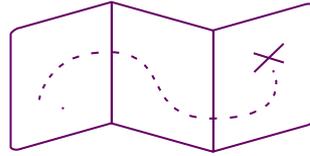


6. What to do?

- Developing/adapting good contents Science → Society
- E.g.
 - Dossiers de Física (website)
 - Films, tutorials, images and explainers (Facebook)
- Editorial guidelines to allow more people to collaborate in the Boletim
- “Hands-on” Social Networks?
- Inviting different groups to participate in a rotative 1 month basis
- E.g. “Twitter EN, appropriated format”

Well organized information

6. What to do?



- E-mail is not enough
- Better ways for Information Retrieval
- Don't forget EN translation
- Find an easier way to highlight current events in the web
- Less redundancy in the intranet, better structure, calendar

Thank you.
Further questions, suggestions
and comments



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