



eGOVERNMENT

## European eGovernment Research Network

### **D5.2 Criteria and guidelines for enhancing the impact of e-Government research (M 19)**

### **Measuring eGovernment research and its impact (WP5)**

*Version 2.2 18<sup>th</sup> December 2007*

*Authored by VINNOVA (Swedish Governmental Agency for Innovation Systems)*

*Dissemination Level: Public (Pu)*



eGOVERNMENT IST-2004-026575 - Project Cofunded by the European Commission under FP6

---

eGOVERNMENT Coordinator: Mrs Madeleine Siösteen Thiel  
Postal Address: VINNOVA, SE- 101 58 STOCKHOLM, Sweden  
Visiting Address: Mäster Samuelsgatan 56  
e-mail: [info@egovernet.org](mailto:info@egovernet.org), Phone: +46 (0)8 473 3000, Fax: +46 (0)8 473 3005  
URL: [www.eGOVERNMENT.org](http://www.eGOVERNMENT.org) - [www.VINNOVA.se](http://www.VINNOVA.se)



## Document Information

<b>Work package:</b>	WP5: Measuring eGovernment research and its impact
<b>Task:</b>	T5.3 Development of criteria and guidelines to enhance the use, uptake and impact of eGovernment research
<b>Document Id:</b>	eGOVERNMENT/WP5/T5.3/D5.2/Criteria and guidelines for enhancing the impact of eGovernment research
<b>File name:</b>	eGOVERNMENT D5.2 Criteria and guidelines for enhancing the impact of eGovernment research
<b>Document owner:</b>	VINNOVA

### Document history:

Version	Author(s)	Date	Changes made
0.1	Kristina Larsen	December 2006	Initial draft
0.2	Paul Foley and Anna Bjurstrom	June 2007	Revised draft
0.3	Anna Bjurström	13 <sup>th</sup> August	Revised draft
0.4	Paul Foley	19 <sup>th</sup> August	Revised draft
1.0	Anna Bjurström	4 <sup>th</sup> September	Finalized draft version
2.0	VINNOVA/Anna Bjurström	14 <sup>th</sup> September	Finalized version
2.1	VINNOVA/Anna Bjurström	26 <sup>th</sup> September	Corrections to numbering of figures and tables
2.2	VINNOVA/Anna Bjurström	18 <sup>th</sup> December	Corrections and revisions in accordance with CEC review report.

### Review history:

Reviewed by	Date	Validated
Gunnel Dreborg, Deputy Director, VINNOVA	14 <sup>th</sup> September	OK





## Summary

This report provides the second deliverable (D5.2 Criteria and guidelines for enhancing the impact of eGovernment research) for work package five of the European eGOVERNET project. The objective of WP5 (Measuring eGovernment research and its impact) is to better understand the ways in which eGovernment research is used.

This work builds on the key findings of D5.1 (Impact indicator overview). The first deliverable of the work package was based on a literature review. The literature review provided an overview of; research use models, factors influencing research use and indicators on research use. The definition of policy process, used in the work package, includes the implementation of e-Government policy, where the utilisation of research results plays an important role.

This report is empirically grounded and attempts to overcome the lack of previous studies undertaken in this area, particularly in the area of eGovernment. Three different data collection instruments have been used to collect data, a questionnaire directed to policy makers and decision makers, personal interviews with policy makers and an analysis of policy documents.

The barriers and catalysts to research use identified in the empirical study as well as those of a more general character found in the previous literature study are used to better understand how research utilisation can be enhanced. This previous research is used as a foundation to develop guidelines and recommendations that could enhance the utilisation of research. The Guidelines are written for two audiences. Firstly, those in public sector organisations keen to enhance the utilisation of research. Secondly, researchers keen to promote the utilisation of their research. A third role (rather than an audience) is also highlighted which might form a conduit between those utilising research and those providing research.



## Table of contents

<b>1. INTRODUCTION .....</b>	<b>10</b>
<b>2. FINDINGS FROM D5.1 – FOUNDATIONS FOR THE BETTER UTILISATION OF RESEARCH .....</b>	<b>12</b>
<b>3. DATA COLLECTION.....</b>	<b>16</b>
<b>4.EMPIRICAL FINDINGS .....</b>	<b>18</b>
4.1 INTERVIEWS ON RESEARCH USE .....	18
4.1.2 <i>Research use at different stages of the policy process</i> .....	18
4.1.3. <i>Interaction with researchers at different stages of the policy making process</i> .....	20
4.1.4 <i>Barriers and Catalysts</i> .....	22
4.2 POLICY DOCUMENT ANALYSIS .....	24
4.3 QUESTIONNAIRES COMPLETED BY LEADING eGOVERNMENT STAKEHOLDERS .....	27
<b>5. RECOMMENDATIONS AND GUIDELINES.....</b>	<b>28</b>
5.1 INTRODUCTION .....	28
5.2 RECOMMENDATIONS AND GUIDELINES FOR POLICYMAKERS .....	30
5.3 RECOMMENDATIONS AND GUIDELINES FOR RESEARCHERS .....	31
5.4 RECOMMENDATIONS AND GUIDELINES TO ENHANCE NETWORKING ACTIVITIES....	31
<b>6. CONCLUSIONS .....</b>	<b>34</b>
<b>APPENDIX 1 .....</b>	<b>41</b>



## eGOVERNMENT

The purpose of this questionnaire is to investigate the uptake and use of research by actors involved in policy making and policy development in eGovernment

Please circle any answers which are relevant to you or provide answers to fill the gaps

1 Are you involved in policymaking or policy development in eGovernment?

2 Are you active in *the private sector* *the public sector*

*The strategic level*      *European*      *National*      *Regional*      *Local*

*Projects and initiatives*      *European*      *National*      *Regional*      *Local*

*Other* .....

3 How influential is research in your policymaking?

Very Important    Important    Not important    Irrelevant    Don't Know

4 How influential are statistics in your policymaking?

Very Important    Important    Not important    Irrelevant    Don't Know

5 How important is an 'evidence base' for your policymaking?

Very Important    Important    Not important    Irrelevant    Don't Know

6 Do you commission research to provide information for the policymaking process?

Value in the last year: ..... Euros    Undertaken: Internally    By tender

7 In the past year what type of research has been most useful for your policymaking?

Quantitative studies      Qualitative studies      Good practice case studies

8 What is the single most influential research you have used in the last year?

Govt / univ / private source. Details .....

9 What are the most influential statistics you have used in the last year?

Govt / univ / private source. Details .....

10 What are the most common sources you use to find research relevant to your policymaking? .....

11 What single change would make it easier for you to find research relevant to your policymaking more easily? .....

12 What type of research do you need in your work but is not accessible for you? .....

13 On average how frequently do you discuss issues relevant to policymaking with researchers?

Once a week    Once a month    4-11 times a year    less than 4 times a year    Never

14 How long have you been involved in policymaking? ..... years

Job Title .....

Gender    MALE    FEMALE

AGE    under 20    20-30    31-40    41-50    51-60    61-70    71-80    over 80

Name ..... E-mail .....

Country .....

THANK YOU! VINNOVA, SE - 101 58 Stockholm, Fax: +46 (0) 84733005, [www.eqovemet.org](http://www.eqovemet.org)





# 1. Introduction

D5.1 (Impact indicator overview) provided an overview of studies that have investigated how research is utilised by policymakers and the way that research can be more effectively used to inform and improve the policymaking process. This report provides the second deliverable for Work package 5 of the eGOVERNMENT project. Work package 5 focuses on the demand and consumption side, investigating ways to improve the utilisation of research in the policy making process. It focuses on three core activities; these are strategy or policy development and design, service delivery and performance monitoring.

The goal for the first element of the work package was to provide a better understanding of the ways in which research is used in policy making and in this context identify possible indicators of the impact/use of research on eGovernment policy making.

The goal for this second report within eGOVERNMENT workpackage 5, (Criteria and guidelines for enhancing the impact of e-Government research) is to identify factors that could enhance the use of research in the policymaking process, particularly for e Government.

This paper is divided into six sections. The next section provides a broader context for the study of eGovernment stakeholders by summarising the results of earlier studies about the utilisation of research by policymakers; this was the main focus for D5.1. The third section provides a brief description of research undertaken within the scope of this report. Section four presents and examines the empirical results generated by the research activities undertaken by this project. Analysis concerns results from a questionnaire directed to policy makers and decision makers, personal interviews with policy makers and an analysis of policy documents.

With these foundations established section five utilises the results to develop guidelines and recommendations that could enhance the utilisation of research. An overview of key findings is provided in the final section.



## 2. Findings from D5.1 – Foundations for the better utilisation of research

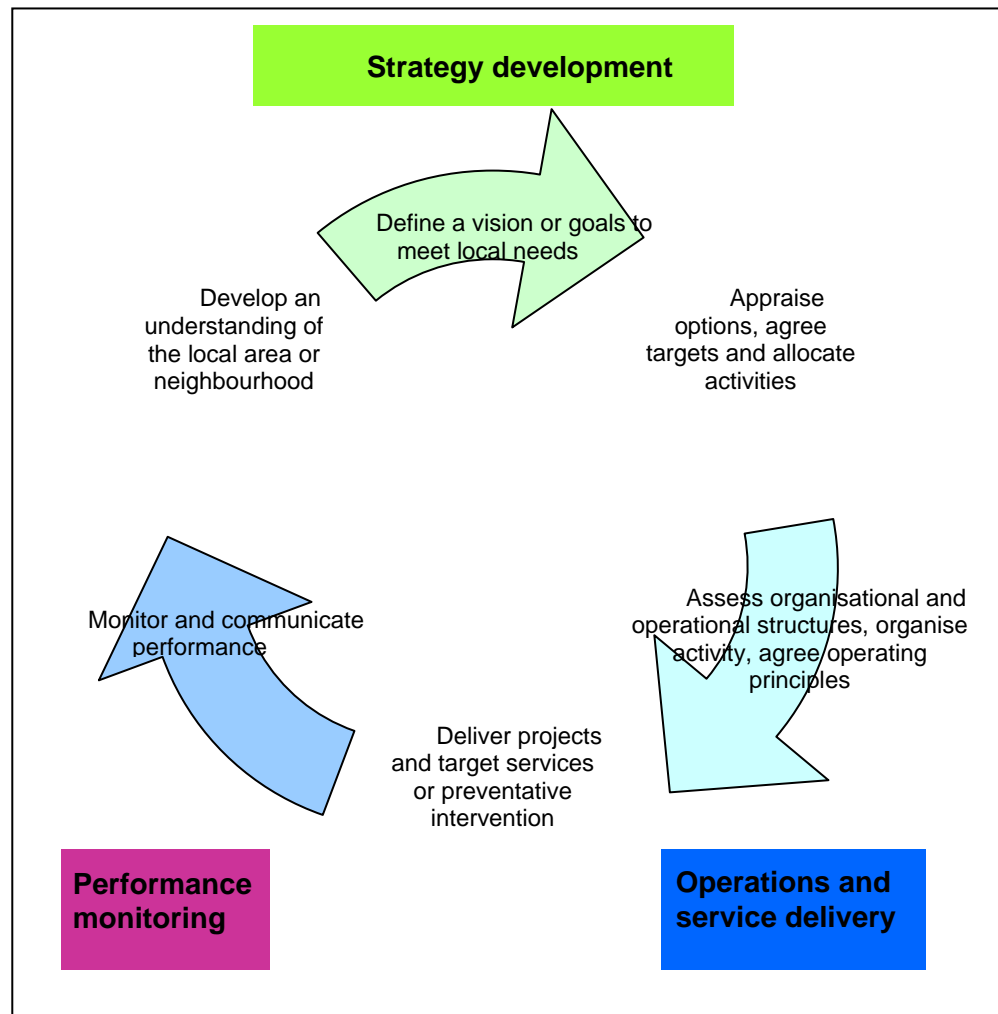
D5.1 provided a thorough investigation and background to factors influencing the utilisation of research. A model of the policy making process was developed to demonstrate, in greater detail than previous studies, the way research is used in the policymaking process. A brief overview of pertinent issues in D5.1 provides a clear basis for the recommendations to enhance the use of research developed in this report.

A number of studies have shown that the public sector may not currently be making full use of evidence to inform policy-making and practice decisions (Office for Public Management, 2005). Where research is used, it sometimes has only a limited impact (Percy-Smith et al. 2000; Percy-Smith et al. 2002; Weiss, 1980; World Health Organisation, 2004).

There are a wide variety of research utilization models. Many reflect the two communities theory of knowledge utilization that views users and researchers as residing in two differing and often alien cultures requiring linkage or integrators.

A new model was proposed in D5.1 to better understand the nature of research, information and knowledge required at different stages of the policy design and delivery process. The model provides an holistic and inclusive view of research use in the policy making process. The conceptualisation places many of the components of previous research into their wider context. It enables a more complete understanding of the implications of many of the preceding models and the extent to which they engage all the relevant stakeholders in the use of research in the policy making process.

It is evident that different stages of the policy design and delivery process have different research, information and knowledge requirements as well as different needs for interaction with stakeholders and knowledge producers. Previous studies have far too often provided homogenous models of how organisations use research.



Adapted from Cabinet Office (1999) Professional policy making for the 21<sup>st</sup> century

**Figure 2.1 The policy design and delivery process**

Studies also provided a valuable insight into factors that are most influential in enhancing research utilisation. These are presented below in a table summarising key issues.

**Table 2.1 Catalysts to enhance research utilisation**

<b>Research consumer catalysts</b>	<b>Study</b>
Respected professionals can champion research results and influence opinion	Davies et al (2005), Percy-Smith and Darlow (20095)
Collaborative approach to the creation and use of research	Walter et al (2003)
Personal contact and trust between research consumer and producer, this takes time	Eccles (2003)

<b>Research producer catalysts</b>	<b>Study</b>
The accessibility of research and main findings	Maclennan and More (1999), Percy-Smith and Darlow (1995)
Make clear the implications for policy making	Percy-Smith and Darlow (1995), King and Ollerearnshaw (2000)
Research findings should be translated into concrete recommendations or action points	Percy-Smith and Darlow (1995), Eccles (2003)
Active dissemination increases the likelihood of research being used	Walter et al (2003)
Complex research findings need face-to-face dissemination	King and Ollerearnshaw (2000)
Educational outreach increases understanding and impact	Walter et al (2003)
Working together after the use of research in policy making to evaluate impact	Eccles (2003)
Better understanding of the political culture by researchers	Eccles (2003)

Interestingly, many of the catalysts in the above table provide practical methods of enhancing the utilisation of research. Examination of literature in D5.1 about the ‘two communities’ and ‘interaction’ models of research utilisation found that the most important factors were

- adaptation of research outputs to user needs,
- user’s acquisition efforts
- links between users and researchers.

### 3. Data collection

Three different approaches to collect data have been used in this report.

At an early stage of the eGOVERNMENT project a questionnaire directed at policy makers as well as decision makers in the private sector was developed. It was designed to seek the respondents views of researchers and their own use of research, as well as how the use of research in general could be enhanced. A likert scale was used to investigate the importance of research to respondents. A four point scale was adopted (very important, important, not important and irrelevant) The questionnaire was distributed in various seminars and workshops with relevance to eGovernment. Most of these seminars and workshops were arranged by the eGOVERNMENT project. 41 replies were received from representatives of 12 countries attending eGOVERNMENT events. 86 per cent of respondents were men and 77 per cent of interviewees were from the public sector. There was a relatively equal distribution of respondents engaged with strategic or operational activities. The majority were involved strategic and operational activities at international or national levels, rather than regional or local levels. On average they had been involved in policymaking for 9.3 years. Eight of the respondents were involved in commissioning research; they had an average research budget of 200,000 Euros. They commissioned more research from internal sources than from tenders.

To be able to enter more deeply into the problem area, personal interviews were carried out with 44 policy makers in the eGOVERNMENT partner countries (Ireland, Italy, Lithuania, Poland, Slovenia, Sweden, Czech Republic and Norway). The project partners were asked to carry out interviews within the policymaking systems and administrations involved in eGovernment in their respective countries. Respondents, who were guaranteed anonymity, included ministry staff, governmental agency staff or research program managers. The objective was to obtain the views of policymakers, decision makers and people responsible for eGovernment implementation. Partners carried out between four and seven interviews each. The focus of interviews was the use of research in their eGovernment policy related work. Questions examined policy makers' use of research, the perceived usefulness of research, perceived factors hindering and enhancing research use and their contacts with researchers.

In addition a study was undertaken to examine the use of research in a policy documents central to eGovernment policy making and implementation in eGOVERNMENT partner countries. Partners reported on the frequency of research citation, publication form and the purpose of research references made in the texts. The main objective was to describe to what extent research (or research evidence) was used as an information base in these policy and strategy documents. 21 policy documents from 7 countries were analysed, resulting in 144 references in different categories, presented further in section 4.2.



## 4. Empirical findings

This section examines the empirical findings on research use for policy making and implementation. The findings are generated from three sources; personal interviews, from a questionnaire and from a policy document analysis. Each is considered in turn below. This research was guided by and develops the research reviewed in D5.1. None of the studies examined in D5.1 had considered the utilisation of eGovernment research.

### 4.1 Interviews on research use

This subsection is based on personal interviews with 44 policy makers within administrations involved in eGovernment in the eGOVERNMENT partner countries. The results of the interview study is presented in accordance with the focus areas mentioned above. (chapter 2)

#### *4.1.2 Research use at different stages of the policy process<sup>1</sup>*

The contributions of research described below are a summary of research use and impact experienced by interviewees. In summarizing the results it appears that the interviewed policy makers do make use of research and that it is utilised for several different purposes. Few respondents were able to provide information about the actual or expected usefulness of the research.

**The strategy development stage** - the first stage of the policy design and delivery process

includes several activities. For example, there is a need for orientation, defining goals, option appraisal and agreement of targets in relation to eGovernment policy. The majority of the research use reported in the interviews referred to this initial stage of the policy process.

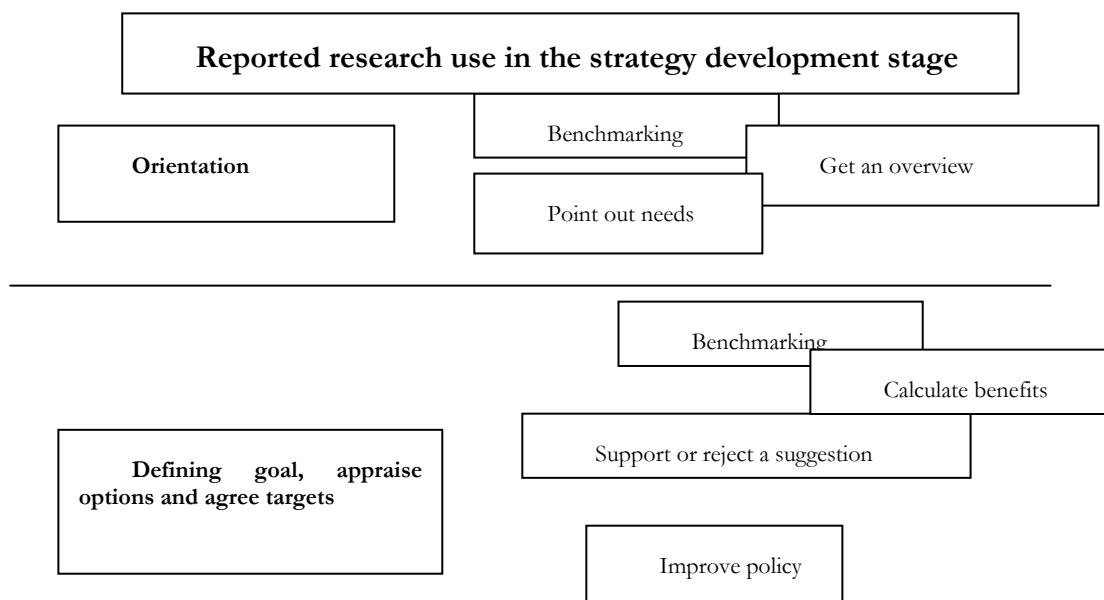
The use of research for the purpose of benchmarking and identifying best practice is one of the most frequent purposes for the use of research. The other significant use of research is to get an overview of a problem or opportunity. Another rather frequently reported purpose for research use is to support or reject a suggestion. A number of interviewees reported the need to use research in order to investigate a specific question, to improve a specific policy or to calculate the benefits of a policy option. Another purpose for the use of research was to investigate specific needs in eGovernment.

Some of these purposes for using research are overlapping. Based on the actual use of research and the expected impact of research described in the interviews it might be more intuitive to divide the first stage into two stages or processes. An attempt to structure the purposes is made below (see Figure 3.1).

---

<sup>1</sup> See figure 2.1, p.10

The first element is an orientation stage, where previous experiences and user needs are reviewed and formulated. The second stage involves an evaluation of options, benefits appraisal and the development of targets as part of the policy formulation process.



**Figure 4.1 A characterisation of research use in the strategy development phase of policymaking process**

Few examples of how research have an actual impact on policy related work were provided, although most of the policy makers report that they use research sometimes. The need to sum up previous experiences as a starting point for new initiatives and to identify user requirements was mentioned frequently. Another reason for utilisation was to use research as a tool to convert intentions of politicians into more concrete actions. A few mentioned the benefit of research utilisation to support decisions and make priorities.

**The operational and service delivery stage** of the policy cycle includes delegation, planning and preparation for implementation of eGovernment services as well as the actual implementation or delivery of services. Few policy makers report on research use at this stage of the policy process. Two policy makers reported how research results have been converted into guidelines for the design of services. Another mentioned that research is sometimes used as a support for strategic planning without further specification. Two examples of how research utilisation could support implementation of eGovernment projects are presented. First, research may contribute to better understanding the uptake and use of new services. Secondly, some interviewees reported that research was utilised to examine system usability in the actual design of eGovernment systems.

This stage of the policy making process is special as it often included the implementation of projects or programs which have their own processes, including goal setting, planning, implementation and evaluation of the specific project or program. This is actually a separate process or loop within the policy process. A lot of this work is less strategic and is more “hands on” in character. Few people involved with implementation participated in the interview study. Still, it should be pointed out that several needs and purposes of applying research on this level were reported by respondents.

**The performance monitoring stage.** None of the respondents stated that they had used research to support performance monitoring in their policy related work. One explanation for this might be that policy makers themselves normally not do conduct evaluations; these are instead carried out by independent organisations or consultancies. The possible contribution of research was highlighted by some respondents. Several noted the perceived interdependency and methodological knowledge that many researchers possess.

#### ***4.1.3. Interaction with researchers at different stages of the policy making process***

According to the interviews policy makers meet researchers in a wide variety of contexts. A list of these contexts is presented below, see table 4.1<sup>2</sup>. The most frequent interaction between policy makers and researchers are seminars, steering and reference groups and researcher consultations.

#### **The strategy development stage**

Many of the perceived contributions to the design and delivery process from the research community are represented by the researcher himself/herself and not by the more passive use of research documents. The main contribution of researchers is found at this stage of the policy making process, especially in the orientation phase. Researchers are seen as valuable discussion partners who can contribute with analytical skills as well as the ability to analyse and place a specific issue in a wider context and thereby elevate the level of discussion. They are also regarded as a possible resource for the production of scenarios. Sometimes they are also useful in the next phase of the strategy design stage as a resource when evaluating propositions and in providing clarification about the consequences of ideas, as well as assisting the actual policy design process.

#### **The performance monitoring stage**

Contributions to the performance monitoring stage were also mentioned as a possibility but no examples were given during the interviews. A general statement was that the policy makers appreciated the independence of researchers.

---

<sup>2</sup> Some of the respondents with regular contact with researchers might not have mentioned all contact point as this was asked about as an open end question and no list of possible contact point were presented to the respondents.

**Table 4.1 Frequency and type of interaction between interviewed policymakers and researchers**

<b>Context</b>	<b>Number of answers</b>
Seminars and conferences	11
Steering and reference groups	7
Contacted researchers (consultations)	7
Meetings	5
Hearings	4
Networks	4
Investigations	3
Work groups	3
Some researchers have become speaking partners	2
Ordered research	2
Private	1
Contacted by researchers	1

*Respondents were 44 policymakers. Some have mentioned more than one context.*

Few of the policy makers mentioned that they had been contacted by researchers.

The interviewed policy makers were also asked about the outcome and satisfaction of their research contacts. Three of the respondent did not consider their contacts as fruitful, and four policy makers did not answer the question. The rest of the interviewed policy makers perceived their meetings as fruitful. Expert consultations and seminars were especially appreciated. Hearings, which are quite common in Sweden, were considered valuable too get a general picture of stakeholder opinions.

Several of the respondents stated that in seminars and conferences it is usually researchers who contribute with the most interesting material. Researchers have the capacity to provide a wider context for a specific issue. This was regarded as a valuable contribution by the interviewed policy makers.

The frequency of the interviewed policy makers' interaction with researchers varied from once a year to weekly. The most frequent answer was between two and twelve times a year.

#### **4.1.4 Barriers and Catalysts**

Barriers and catalyst to research use in eGovernment policy making were also examined during interviews. The barriers and catalysts are presented according to three different categories:

- interaction barriers and catalyst, mainly related to the interaction and not specifically to either the consumer of research or the researcher
- researcher consumer barriers and catalysts
- research producer barriers and catalysts

##### **Interaction barriers**

Three kinds of interaction barriers were identified during interviews. Firstly, barriers due to *differences between the research and policy making communities*. Secondly, barriers due to a *poor accessibility* of research results and, finally, *difficulties in finding relevant research results*. Differences between the research and policy making community were usually expressed in terms of *divergent goals, different methods and driving forces, cultural barriers and difficulties in communication*.

##### **Interaction catalysts**

A majority of the interviewed policy makers asked for a *database covering eGovernment research and researchers* to reduce some of the difficulties in finding relevant eGovernment research. There is a demand for one single database accessible over the Internet<sup>3</sup>

There were a number of suggestions to reduce the impact of cultural differences and communication barriers.

One category of suggested catalysts that could increase understanding and communication between sectors is labelled *stimulating mobility between the research community and the public sector*. This would increase mutual knowledge of work and facilitate uptake of current research as well as adapting research products for users. This could be done by greater efforts to *temporarily employ researchers within the public sector* or to offer *special post-graduate programmes for employees in the public sector*.

The other category of suggested catalysts involved *closer collaboration between researchers and policymakers in work processes*. *Policy makers could take a more active part in the process of formulating research projects and researcher could be more involved in the implementation of eGovernment services*. Other catalysts to overcome some of the interaction barriers included the creation of informal meeting points to *provide occasions for networking and informal discussion and debate*.

---

<sup>3</sup> This is also one of the main conclusions to be drawn from “e-Government research in the EU, an overview”. Report D3.2 of the eGOVERNMENT project

### Research consumer barriers

The most frequently mentioned barrier to research use mentioned by the consumers of research is a lack of time. Sometimes this referred to a *lack of time to search* for research reports or researchers; in other cases there was a *lack of time to read* research reports. The need for time to search for research reports is closely connected to the accessibility.

Another barrier to research use and communication with the research community mentioned by several of the respondents was a *mistrust and lack of confidence in communicating with researchers*. Another issue was *uncertainty about the validity of research*. These are partly a question of lacking skills, but also an expression for poor knowledge of the research community. Some suggestions to overcome these barriers have already been made.

One of the respondents mentioned a specific barrier, not highlighted in previous studies of the utilisation of research. This concern focused on a tendency for policymakers to use consultants with implementation expertise rather than researchers. The respondent suggested that during the operational and service delivery stage of the policy cycle policymakers often require help with “hands on” activities, frequently using the skills of consultants with implementation expertise. It’s therefore often more attractive to use a qualified consultant than a researcher in the initial phase of a project as well. In this way it’s possible to avoid *double start up costs*, first to introduce the researcher and than the consultant.

### Research consumer catalysts

Some of the consumer catalyst are relevant at the individual level, others concern organisational factors. *Personal networks* were thought to be crucial to easy research access and the use of research. There are several ways to support and create such networks. Seminars and workshops are frequently an opportunity for policymakers to meet with researchers. Other suggestions to create fruitful meetings and networks are to *invite researcher to in-house seminars* or to *participate in projects were researchers are participating*.

Several of the respondents mentioned the importance of *confidence in communicating with researchers and to understand and effectively utilise research reports*. Several respondents thought that this is easier for people who have research experience.

An *organisational incentive to communicate with researchers and take research results into account* was also suggested. This is more of an organisational culture and leadership issue which was investigated in another context during the interviews.

There are also some organisational approaches that can enhance the use of research. One of the respondents suggests a *specific person devoted to manage relationships with the research community*. Finally, *systematic research scanning and distribution of results* was thought to be of significant help in enhancing research access and use. One respondent suggested that this could be done by *sharing results and experiences between public sector organisations*.

### Research producer barriers

A number of barriers relate to the producers of research or rather to the research community with its specific culture and incentives structure. Research funding bodies have an important part to play, but they were rarely discussed explicitly during interviews.

A dominant barrier frequently referred to was the *poor accessibility of research*. Beside the earlier mentioned difficulties in identifying relevant research, the actual assimilation and/or understanding of research reports was considered to sometimes be difficult. Research reports are often written to fit into the academic world and researchers are sometimes poor at communicating results outside the academic world. Another barrier referred to is *weak dissemination of research results*. This was mentioned both in terms of insufficient competence and in terms of lack of capacity.

Several respondents refer to the *lack of incentives to communicate with the non-academic world*. Another even more explicit barrier is the *publication mechanism*, which prevent researchers sharing results before publishing them. This is a barrier to the informal communication asked for by a number of the policy makers interviewed.

Two of the interviewed policy makers also stated that there was a *lack of eGovernment research* in their countries. One respondent referred to *cost for accessing research results* as a barrier to research use.

### Research producer catalyst

The producer catalysts presented by the policy makers are mainly focused on *communication skills* and *dissemination of research results outside the research community*. There is a need for *better targeting of research during dissemination* as well as *increased capacity by researchers to identify and communicate possible use and benefits of research results*. Some of the difficulties with identifying relevant research could be overcome by *summaries directed to the non-research community*. Universities and other organisations producing research could also help by creating databases of research and researchers. Another catalyst mentioned is *better coordination between projects*. This could be undertaken by research funding bodies.

## 4.2 Policy document analysis

This subsection is based upon analysis of national e-Government related policy documents in all Partner countries of the eGOVERNMENT project. Partners were asked to pick up to four policy documents for examination guided by a set of fixed variables (see table below.) The aim was to examine the policy documents and describe to what extent research was used to inform policymaking in these documents.

In total 21 documents were examined. These 21 documents contained 144 references.

**Table 4.2**

<b>Function of reference</b>	<b>Number of references</b>	<b>Note</b>
To support /reject a suggestion	54	Slovenia 49
To investigate/point out needs	33	
To provide background information	22	
To investigate a specific question	14	
To benchmark	7	
To calculate costs or benefits	1	
Other	13	

*Table 4.2 results are based on analysis of 21 Policy documents giving a total of 144 references*

As can be seen in table 4.2 the use of references “to support or reject a suggestion” was the most frequently reason for utilising research within the examined documents. It is important to note though, that 49 of the 54 references stem from one country alone. (Slovenia) It would be spurious to make generalisations about the importance of this particular function. Instead, the top two functions that research references are used for in the policy documents examined were:

- to investigate/ to point out needs
- to provide background information

It is interesting to note that only one reference was used to “calculate costs or benefits”. This might be because eGovernment policy evaluation is still relatively new and few robust studies have been completed.

**Table 4.3**

Type of reference	Number of references	Note
Policy document. from government agencies	31	
Published research	24	Slovenia 22
Other governmental doc.	19	Slovenia 17
Input from expert writers	19	Slovenia 17
Good practise case studies	11	Norway 7
Statistics	6	
Preparatory work	5	
Outcome from expert consultation (other than researcher)	5	
Outcome from reference group meeting	5	
Evaluation	4	
Government bill	4	
Governmental investigation	4	
Information presented at official webb-sites	3	
Policy doc. from regional gov.	2	
Outcome from researcher consultations	2	
Outcome from economical and statistical models	0	
Costings of policy options	0	
Outcome from hearing	0	

*Table 4.3 shows the different types of references used in the policy documents analysed. Results are based on analysis of 21 Policy documents giving a total of 144 references*

There are four cases of one member state dominating the use of particular types of references; this once again makes generalizations difficult. With these four types excluded only one type of reference stands out from the others. "Reference to policy documents from governmental agencies" is by far the most commonly used source, 31 of the references were written or produced by government itself. The next most common were "statistics", but there were only six references.

### **4.3 Questionnaires completed by leading eGovernment stakeholders**

eGOVERNMENT seminars and workshops provided an ideal opportunity to seek views about the utilisation of research from a wide range of eGovernment stakeholders, from public and private sectors and those producing and utilising research. A short one page questionnaire was developed to elicit views, see Appendix 1.

Statistics were thought to be more important than research for policymaking (3.22 and 3.17 respectively, using a scale where 4 is very important and 1 was irrelevant). The least important priority was using research as an 'evidence base' for policymaking (3.08).

Respondents were asked about the type of research that had been most useful for them in the last year. 24 per cent expressing a preference suggested quantitative studies were the most useful, 28 per cent felt qualitative studies were the most useful, 44 per cent stated that good practice case studies were the most useful. This suggests that a practical dimension to research is more important.

47 per cent of respondents suggested that the most influential piece of research they had used in the last year was produced by government. 31 per cent found a private sector report to be the most influential. Only 21 per cent of respondents thought the most influential item was university research.

The majority of respondents used the Internet as their key source to find research.

Respondents were asked for the single change that would make it easier for them to find research relevant to their policymaking. The most popular change was a single repository or (signposting) portal for research. The next most popular suggestion was the establishment of a network to share knowledge, ideas and research. A few respondents suggested that a site or organisation synthesising all relevant research was the most important. These suggestions correspond with ideas and methods to overcome barriers identified in previous reports of the eGOVERNMENT project.<sup>4</sup>

---

<sup>4</sup> eGOVERNMENT D5.1 Impact indicator overview and eGOVERNMENT D3.2 eGovernment research in the EU, overview report

## 5. Recommendations and guidelines

This section considers the results generated by the research activities undertaken by this project and the results of previous research concerning research utilisation summarised in section 3. These provide a sound foundation from which to develop guidelines and recommendations that will enhance the utilisation of research. These elements were reviewed and validated at a workshop organised by eGOVERNMENT at Letterkenny Institute of Technology in June 2007.<sup>5</sup>

The guidelines are written for two audiences. Firstly, those in public sector organisations keen to enhance the utilisation of research. Secondly, researchers keen to promote the utilisation of their research. A third role (rather than an audience) is also highlighted which might form a conduit between those utilising research and those providing research.

### 5.1 Introduction

Preceding sections have provided a number of catalysts and barriers to research utilisation found by this study and previous research. Overcoming barriers and enhancing the catalysts are the goals for the guidelines advocated in this section.

A summary of catalysts and barriers for two groups – policymakers (and their organisations) and researchers - are provided below. In addition, several of the barriers and catalysts identified earlier concern activities to enhance communications and networking between policymakers and researchers. These have therefore been identified separately. Some of the catalysts and barriers identified below appear in more than one table since their impact impinges on more than one of the three areas (policymakers, researchers and networking).

---

<sup>5</sup> Dialogue of practise: Research for enhancing eGovernment project design and delivery.

**Table 5.1 Catalysts and barriers for policymakers**

<b>Activity</b>	<b>Individual or organisation catalyst or barrier</b>
Lack of time to read research	Individual barrier
Lack of relevant skills to understand research	Individual barrier
Uncertainty about the validity of research	Individual barrier
Different levels of autonomy in applying research findings	Organisation barrier
Population instability, personnel changes	Organisation barrier
Inadequate systems of dissemination of research within the administration	Organisation barrier
Respected professionals can champion research results and influence opinion	Organisation barrier

**Table 5.2 Catalysts and barriers for researchers**

<b>Research producer catalysts</b>	<b>Catalyst or barrier</b>
Research has a shelf-life, timeliness is important	Barrier
Poor substance of evidence provided by some studies	Barrier
Research organisations should report from bodies of research rather than single studies	Barrier
Sometimes difficult for lay people to access and/or understand research and main findings	Barrier
Useful research makes clear the implications for policy making	Catalyst
Research findings should be translated into concrete recommendations or action points	Catalyst
Active dissemination increases the likelihood of research being used	Catalyst
Complex research findings need face-to-face dissemination	Catalyst
Educational outreach increases understanding and impact	Catalyst
Better understanding of the political culture by researchers	Catalyst

**Table 5.3 Networking considerations**

<b>Research consumer catalysts</b>	<b>Catalyst or barrier</b>
Mutual mistrust between research consumer and producer	Individual barrier
Personal contact and trust between research consumer and producer, this takes time	Individual catalyst
Better understanding of the political culture by researchers	Individual catalyst
Complex research findings need face-to-face dissemination	Individual catalyst
Research needs not just technical review, but debate by stakeholders	Networking catalyst
Educational outreach increases understanding and impact	Networking catalyst
Poor accessibility of research	Accessibility barrier
Research organisations should report from bodies of research rather than single studies	Accessibility barrier
Collaborative approach to the creation and use of research	Accessibility catalyst

## 5.2 Recommendations and guidelines for policymakers

Table 5.1 identified catalysts and barriers for policymakers. Some of the issues concerned individuals and other concerned organisational matters. Individual policymakers need to be provided with support, time, systems and incentives to stimulate policymakers to better utilise research. Many public and private sector organisations are not managing information or providing a culture which supports evidenced based or better informed policymaking.

Information ecologists (Davenport, 1997; Benkler, 2002) have advocated the creation of Chief Knowledge Officers and Research Information Tsars to capture and distribute information and motivate increased use of information and knowledge. Their role is to build awareness through internal educational programmes, external seminars, circulating articles about other organisations information practices and one-to-one evangelism. Davenport (1997) suggests that they should adopt more human (than technology) oriented approaches to managing information.

The role of these Chief Officers or Tsars should be supported by senior management and executives who should reward positive behaviour and set a good personal example of information management and use. Davenport (1997, p220) advocates that one of the best first steps is for Chief Knowledge Officers to create a map. Information and research mapping is extremely valuable and relatively easy to complete. This role might be easier in the public sector if some of the networking activities recommended in 5.4 are undertaken.

Chief Knowledge Officers or Tsars could introduce initiatives to overcome many of the barriers identified in Table 5.1. They could also facilitate some of the organisational (level) networking activities advocated in 5.4.

### **5.3 Recommendations and guidelines for researchers**

Table 5.2 identified catalysts and barriers for researchers. Most of these can be considered by individual researchers during at the completion of individual research studies. For example researchers should:

- Ensure that lay people can easily access and/or understand research and main findings
- Ensure there is sufficient substance or evidence to support research findings or recommendations
- Make clear the implications for policy making
- Translate research findings into concrete recommendations or action points
- Disseminate complex research findings in face-to-face meetings
- Active dissemination increases the likelihood of research being used
- Try to better understand the political culture for policymaking

Other items in Table 5.2 require a more co-ordinated approach by universities or research organisations. Organisations undertaking research can use outreach workers or activities to increase the understanding and impact of research. Research organisations can produce information more relevant to policymakers by synthesising previous studies and reporting from bodies of research rather than single studies.

### **5.4 Recommendations and guidelines to enhance networking activities**

Table 5.3 highlighted networking considerations. It is these activities that probably provide the greatest opportunities for pan-European or national activities. The preceding two sets of recommendations rely largely on the activities of individual organisations (public administrations or research institutions). National or international activities are only likely to change activities at these administrative levels if governments introduce requirements for 'evidence based' policymaking to underpin the strategic, operational and performance management activities of administrations. This would be require political support and would be probably be difficult to monitor.

The establishment of practical initiatives linking policymakers with researchers (or their research) are probably easier for central governments to implement. These activities can focus on two key areas.

Firstly, enhancing networking opportunities between researchers and policymakers. These activities will overcome many of the individual and networking issues highlighted toward the top of Table 5.3.

Those investigating the lack of research utilisation have commented on the divergence of these two worlds (Walter et al, 2003). The research and policy worlds have different priorities, use different languages, frequently operate to different timescales and are subjected to very different reward systems. The response to these problems has generally been twofold. Firstly, improvement in communication between researchers and policy makers. Secondly the establishment of better institutional mechanisms to bridge the research/policy divide. These two issues are considered below within the context of the eGOVERNMENT project.

- 1. *Improving communications*** Walter et al (2003) found that provision of targeted research outputs can raise awareness of research findings and that seminars and workshops, which enable the discussion of findings, can encourage more direct use of research. In Switzerland the National Research Council set aside ten per cent of research funding explicitly for dissemination work outside the academic community. The eGOVERNMENT project will provide some insight into the research requirements of policymakers. Work packages should also try to find best practices in improving communication at the individual and institutional levels.
  
- 2. *Building institutional bridges*** Analysis suggesting the benefits of sustained interaction inevitably leads to discussion of how this can be institutionalised within the policy process. One approach is to use policy-making guidelines to encourage the early involvement of in-house and other researchers in the policy process. This is probably beyond the scope of the eGOVERNMENT project, but it is an area of activity that should be more closely investigated, analysed and, if appropriate, advocated by the project.

The second set of activities concern methods to overcome the accessibility issues raised in Table 5.3. Section 5.2 advocated the establishment in organisations of a Chief Knowledge Officer to capture and distribute information. Duplication of this role throughout all administrations would be costly. There are likely to be considerable economies of scale in providing central repositories or signposting portals to enable easier access to relevant research or best practice studies in individual countries or across Europe. A central repository, with additional resources, might have the advantage of enabling the synthesis of research to draw out key findings across studies or to present results in a way that might better meet the needs of the selected audience. A single repository for all research would be a gargantuan task. It is therefore recommended that repositories or signposting portals focus on particular policy audiences (strategists, operational activities or performance management) and/or particular administrative activities (or sub-categories) such as health, crime, education etc. Even if these types of portals are established there is considerable support in previous studies for the establishment of people based communication or networking opportunities to

also be enable the exchange of practical knowledge between policymakers, in addition to information or results from research.

## 6. Conclusions

This report provides the second deliverable for work package five of the European eGOVERNMENT project. The objective of WP5 (Measuring eGovernment research and its impact) is to better understand the ways in which eGovernment research is used. This paper identifies factors that could enhance the use of research in the policymaking process, particularly for e Government.

The paper provided a brief description of research undertaken to better understand catalysts and barriers to the utilisation of research. These results from previous studies were then compared with primary research undertaken by this project, which had a particular focus on eGovernment; this was an area where there was not a great deal of previous research.

Primary research confirmed many of the findings from previous research.

The majority of the research use reported by interviewees referred to the initial stage of the policy making process, this involves strategy development and design. The most popular areas for the use of research included benchmarking and identifying best practice. Another significant use of research was to get an overview of a problem or opportunity. None of the respondents stated that they had used research to support performance monitoring in their policy related work. One explanation for this might be that policy makers themselves normally not do conduct evaluations; these are instead carried out by independent organisations or consultancies. Several noted the perceived interdependency and methodological knowledge that many researchers possess.

Three kinds of interaction barriers were identified during interviews. Firstly, barriers due to differences between the research and policy making communities. Secondly, barriers due to a poor accessibility of research results and, finally, difficulties in finding relevant research results. Differences between the research and policy making community were usually expressed in terms of divergent goals, different methods and driving forces, cultural barriers and difficulties in communication.

The most frequently mentioned barrier to research use mentioned by the consumers of research is a lack of time. Sometimes this referred to a lack of time to search for research reports or researchers; in other cases there was a lack of time to read research reports. One of the respondents mentioned a specific barrier, not highlighted in previous studies of the utilisation of research. This concern focussed on a tendency for policymakers to use consultants with implementation expertise rather than researchers. The respondent suggested that during the operational and service delivery stage of the policy cycle policymakers often require help with “hands on” activities, frequently using the skills of consultants with implementation expertise. It’s therefore often more attractive to use a qualified consultant than a researcher in the initial phase of a project as well.

Research revealed a tendency for many policy makers to utilise research commissioned by government. 47 per cent of respondents suggested that the most influential piece of research they had used in the last year was produced by government. It is possible this research focus was adopted because research produced by government might be more robust and trustworthy than other sources.

This report provided a number of recommendations to enhance the use of research. These focused primarily on recommendations for policymakers and recommendations for researchers and research organisations.

Individual policymakers need to be provided with support, time, systems and incentives to stimulate policymakers to better utilise research. Many public and private sector organisations are not managing information or providing a culture which supports evidenced based or better informed policymaking.

The primary recommendation for policymakers is the creation of Chief Knowledge Officers and Research Information Tsars to capture and distribute information and motivate increased use of information and knowledge. Their role should be to build awareness through internal educational programmes, external seminars and one-to-one evangelism. They should adopt more human (than technology) oriented approaches to managing information. The Chief Knowledge Officers or Tsars could introduce initiatives to overcome many of the barriers identified in this paper (see for example Table 5.1). They could also facilitate some of the organisational (level) networking activities (advocated in section 5.4).

Recommendation for researchers are more wide ranging and most concern issues to be considered by individual researchers at the completion of individual research studies. For example it is recommended researchers should:-

- Ensure that lay people can easily access and/or understand research and main findings
- Ensure there is sufficient substance or evidence to support research findings or recommendations
- Make clear the implications for policy making
- Translate research findings into concrete recommendations or action points
- Disseminate complex research findings in face-to-face meetings
- Active dissemination increases the likelihood of research being used
- Try to better understand the political culture for policymaking

Our study, like a great deal of previous research, found a divergence in the two worlds of policymaking and research. The research and policy worlds have different priorities, use different languages, frequently operate to different timescales and are subjected to very

different reward systems. The response to these problems has generally been twofold. Firstly, improvement in communication between researchers and policy makers. Secondly the establishment of better institutional mechanisms to bridge the research/policy divide. Recommendations to address these two problems included:-

- **Improving communications** The provision of targeted research outputs can raise awareness of research findings. Seminars and workshops, which enable the discussion of findings, can encourage more direct use of research. The eGOVERNMENT project will provide some insight into the research requirements of policymakers. Work packages should also try to find best practices in improving communication at the individual and institutional levels.
- **Building institutional bridges** Analysis suggesting the benefits of sustained interaction inevitably leads to discussion of how this can be institutionalised within the policy process. One approach is to use policy-making guidelines to encourage the early involvement of in-house and other researchers in the policy process. This is probably beyond the scope of the eGOVERNMENT project, but it is an area of activity that should be more closely investigated, analysed and, if appropriate, advocated by the project.

© eGOVERNMENT 2007

## Bibliography

- Alberta Heritage Foundation for Medical Research (2003) A study of the impact of 2001 – 2002 health technology assessment products (AHF, Edmonton)
- Benkler, Y (2002) Intellectual Property and the Organization of Information Production, 22 *Int'l Rev. of L. & Ec.* 81 (2002)
- Boaz A and Nutley S (2003) Evidence-based Policy and Practice in T Bovaird and E Löffler (eds) *Public Management and Governance*, London: Taylor and Francis p225 - 248
- Cabinet Office (1999) Professional policy making for the 21st century <http://www.policyhub.gov.uk/docs/profpolicymaking.pdf#search=%22Professional%20policy%20making%20for%20the%2021st%20century%22> [accessed on 19th September 2006]
- Comptroller and Auditor General (2003) Getting the evidence: Using research in policy making Report to the House of Commons HC 586-1 16 April (Stationery Office, London)
- Davenport, T H (1997) *Information ecology* (Oxford University Press, Oxford)
- Davies H, and Nutley S (1999) 'The role of evidence in public sector policy and practice: The rise and rise of evidence in health care'. *Public Money and Management* 19, 1 p 9 - 16
- Davies H., Nutley S, and Walter, I (2005) Assessing the impact of social science research: Conceptual, methodological and practical issues. A background discussion paper for the ESRC symposium on Assessing Non-Academic Impact of Research, May.
- Davies P, (1999) What is evidence-based Education? *British Journal of Educational Studies* 47, 2 p108 - 121
- Du Guerny J (2005) The role of research in informing effective policy responses Presented at IDRC, Ottawa, 12 October [www.idrc.ca/uploads/user-S/11299040651The\\_role\\_of\\_research\\_in\\_informing\\_effective\\_policyRev1.ppt](http://www.idrc.ca/uploads/user-S/11299040651The_role_of_research_in_informing_effective_policyRev1.ppt) Accessed 16th October
- Eccles, M (2003) What is the role of research and evidence in policymaking [www.ncl.ac.uk/chsr/publications/conferences/NICE%202003.ppt](http://www.ncl.ac.uk/chsr/publications/conferences/NICE%202003.ppt) Accessed 16th October
- Edwards, L A (1991) *Using Knowledge and Technology to Improve the Quality of Life of People with Disabilities: A Prosumer Approach*. Philadelphia, PA: Knowledge Utilization Program, Pennsylvania College of Optometry
- Fine S (1981) Social price. In Donnelly J and George W (Eds.), *Marketing of services*. Chicago: American Marketing Association.

- Foley P (2006) The adoption, use and development of benefits realisation studies in OECD member countries Research Report presented at OECD eGovernment expert group meeting 26<sup>th</sup> October Paris
- Foley P, Alfonso X and Wiseman I (2006) Local regeneration information systems: A review of their role, characteristics and benefits Research Report (DCLG, London)
- Gerhardus A, Dujardin M, Huy Tuan Kiet P, Siddiqi S and Sauerborn R (2002) A methodology to assess the use of research for health policy development [www.hyg.uni-heidelberg.de/sfb544/pdf/DP\\_4\\_2000.pdf](http://www.hyg.uni-heidelberg.de/sfb544/pdf/DP_4_2000.pdf) Accessed 16th October
- Glaser E, Abelson H and Garrison K (1983) Putting knowledge to use: facilitating the diffusion of knowledge and the implementation of planned change. (Jossey-Bass, San Francisco)
- Hall G, Wallace R and Dossett W (1973) A developmental conceptualization of the adoption process within educational institutions. Research and Development Center for Teacher Education, Austin, Texas (The University of Texas)
- Ham C, Hunter D, and Robinson R (1995) Evidence based policy making. Research must inform health policy as well as medical care *British Medical Journal* 310 p71 – 72
- Havelock R (1969) Planning for innovation through dissemination and utilization of knowledge. Ann Arbor, MI: Institute for Social Research
- Huberman M (1987) Steps toward an integrated model of research utilization *Knowledge* p586 - 611
- King E, and Ollerearnshaw S (2000) Research Project: The effectiveness of different mechanisms for spreading best practice, OPM report for the Cabinet Office
- Knott J and Wildavsky A (1980) If dissemination is the solution, what is the problem? *Knowledge: Creation, diffusion and utilisation* 1, 4 p537 - 578
- Landry R, Lamaris M and Amara N (2003) The extent of determinants of the utilisation of university research in government agencies *Public Administration Review* 63, 2 p192 - 205
- Lavis J, (2003) Translating research for policymakers: Challenges and strategies Presentation on the Fifth International Conference on the Scientific Basis of Health Services, McMaster University, 22 September
- Lavis J, Robertson D, Woodside J, McLeod C and Abelson J (2003) How can research organizations more effectively transfer research knowledge to decision makers? *The Millbank Quarterly* 81, 2
- Lavis J, Ross S, Hurley J, Hohenadel, J, Stoddart G, Woodward C, and Abelson J (2002) Examining the role of health services research in public policy-making *Millbank Quarterly* 80 p125 - 127

- Lemne M and Sohlman A (2004) Governance, democracy and evaluation – From not evaluating at all to learning from ex post evaluations – The strenuous Swedish way towards accountability Presented to the European Evaluation Society Sixth Conference, Berlin, September 29
- MacLennan D and More A (1999) Evidence, what evidence? The foundations for housing policy Public Money and Management 9, 1 p17 - 23
- Mandell M and Sauter V (1984) Approaches to the study of information utilisation in public agencies Knowledge: Creation, diffusion and utilisation 6, 2 p145 – 163
- National Audit Office (2001) Modern Policy-Making: Ensuring Policies Deliver Value for Money London: The Stationery Office. [www.nao.gov.uk/publications/nao\\_reports/01-02/0102289.pdf](http://www.nao.gov.uk/publications/nao_reports/01-02/0102289.pdf) Accessed 16th October
- Nutley S (2003) Bridging the policy/ research divide: Reflections and Lessons from the UK Keynote paper presented at “Facing the Future: Engaging stakeholders and citizens in developing public policy”. National Institute of Governance Conference, Canberra, Australia 23/24 April <http://www.st-andrews.ac.uk/~ruru/Bridging%20Research%20Policy%20Divide.pdf> Accessed 16th October
- Nutley S, Davies H, Walter I and Wilkinson J (2004) Developing projects to assess research impact Report of Seminar 25-26th November St Andrews University
- OECD (2003) The eGovernment Imperative (OECD, Paris)
- Office for Public Management (2005) The impact of research on policy making and practice: Current status and ways forward Report for the Audit Commission (OPM, London)
- Percy-Smith J (2000) Policy response to social exclusion: towards inclusion (Open University Press, Maidenhead)
- Percy-Smith J and Darlow A (2005) Local authority research effectiveness: a discussion paper Paper prepared for the Local Government Association and Local Authorities Research and Intelligence Association
- Percy-Smith J, Burden T, Darlow A, Dowson L and Ladi S (2002) Promoting change through research: the impact of research on local government (Joseph Rowntree Foundation, York)
- Percy-Smith J, Sanderson I and Dowson L (2002) Enhancing the research capacity of Local Government London: Local Government Association and Local Authorities Research and Intelligence Association
- Performance and Innovation Unit (2001) Better Policy Delivery and Design: A Discussion Paper. <http://www.strategy.gov.uk/downloads/files/betterpolicy2.pdf> Accessed 16th October
- Sanderson I (2002) Evaluation, policy learning and evidence-based policy making Public Administration 80, 1 p1 - 22

- Sashkin M, Morris W and Horst L (1973) Comparison of social and organisational change models: Information flow and data use processes *Psychological Review* 80, 1 p510 - 526
- Walter I, Nutley S and Davies H (2003) *Research impact: A cross sector review. Literature review* ESRC
- Walter I, Nutley S and Davies H (2003) *Research impact: A cross sector review. Literature review* ESRC
- Walter I, Nutley S, Percy-smith J, McNeish D and Frost S (2004) *Improving the use of research in social care: Knowledge Review 7* (Policy Press, Bristol)
- Weiss C (1979) The many meanings of research utilisation *Public Administration Review* 39,5 p426 - 431
- Weiss C (1980) Knowledge creep and decision accretion *Knowledge: Creation, Diffusion Utilisation* 3 p381 –
- Weiss C (1991) Policy research: Data, ideas or arguments? in *Social Sciences and Modern States: National Experiences and Theoretical Crossroads*, edited by Wagner P, Weiss C, Wittrock B and Wollman H (Cambridge University Press, Cambridge) p307 - 332.
- World Health Organisation (2004) *World report on knowledge for better health: strengthening health systems* (WHO, Geneva)

# Appendix 1



## eGOVERNMENT

**The purpose of this questionnaire is to investigate the uptake and use of research by actors involved in policy making and policy development in eGovernment**

*Please circle any answers which are relevant to you or provide answers to fill the gaps*

**1 Are you involved in policymaking or policy development in eGovernment?**

**2 Are you active in** *the private sector* *the public sector*

*The strategic level*      *European*      *National*      *Regional*      *Local*

*Projects and initiatives*      *European*      *National*      *Regional*      *Local*

*Other* .....

**3 How influential is research in your policymaking?**

Very Important    Important    Not important    Irrelevant    Don't Know

**4 How influential are statistics in your policymaking?**

Very Important    Important    Not important    Irrelevant    Don't Know

**5 How important is an 'evidence base' for your policymaking?**

Very Important    Important    Not important    Irrelevant    Don't Know

**6 Do you commission research to provide information for the policymaking process?**

**Value in the last year:** ..... Euros    **Undertaken:** Internally    By tender

**7 In the past year what type of research has been most useful for your policymaking?**

Quantitative studies      Qualitative studies      Good practice case studies

**8 What is the single most influential research you have used in the last year?**

Govt / univ / private source Details .....

**9 What are the most influential statistics you have used in the last year?**

Govt / univ / private source Details .....

**10 What are the most common sources you use to find research relevant to your policymaking?** .....

**11 What single change would make it easier for you to find research relevant to your policymaking more easily?** .....

**12 What type of research do you need in your work but is not accessible for you?** .....

**13 On average how frequently do you discuss issues relevant to policymaking with researchers?**

Once a week    Once a month    4-11 times a year    less than 4 times a year    Never

**14 How long have you been involved in policymaking?** ..... years

**Job Title** .....

**Gender**    MALE    FEMALE

**AGE**      under 20    20-30    31-40    41-50    51-60    61-70    71-80    over 80

**Name** ..... **E-mail** .....

**Country** .....

THANK YOU!    VINNOVA, SE - 101 58 Stockholm, Fax: +46 (0) 84733005, [www.egovemet.org](http://www.egovemet.org)

