

Deliverable 5.3.3

Design and development of a Web Observatory for impact assessment monitoring and reporting on number of people and structures

Within the project "Handicrafts and social economy: A driver for socially inclusive growth in the CB region", acronym "SocialCrafts" under the Interreg V-A Program "Greece-Bulgaria 2014-2020", grant contract: B2.9c.02 / 31.10.2017, a Web Observatory was designed and developed to assess the level of satisfaction from the Socialcrafts platform. The assessment is made through questionnaires directly filled in by the customers and the shop owners.

The report on the number of supported structures is directly generated by the web observatory through the data obtained by the questionnaires at a given moment.

REPORT

on the number of people and structures supported and the level of satisfaction

within the project “Handicrafts and social economy: a driver for socially inclusive growth in the CB- Socialcrafts” under the Interreg V-A Cooperation programme Greece-Bulgaria 2014-2020 , SC NoB2.9c.02/31.10.2017, del. 5.3.3

The Web Observatory was established within the project “Handicrafts and social economy: a driver for socially inclusive growth in the CB- Socialcrafts” under the Interreg V-A Cooperation programme Greece-Bulgaria 2014-2020 , SC NoB2.9c.02/31.10.2017, del. 5.3.3

The project envisages the construction of a Joint Promotional Platform for craftsmen, people trading in goods, handmade - a kind of "online social center of crafts."

This platform will promote the branding of the traditional craftsmanship of the cross-border region and will enable artisan traders to take advantage of such massive promotion in international markets.

The web observatory associated with the Socialcrafts platform aims to assess the level of satisfaction of users of the platform, as well as to show the number of supported structures and people who have participated in the platform or are its users.

The built-in modules in the web observatory can analyze the answers to all questions through different types of graphs. For the purpose of traceability of user satisfaction in the web observatory several surveys have been created.

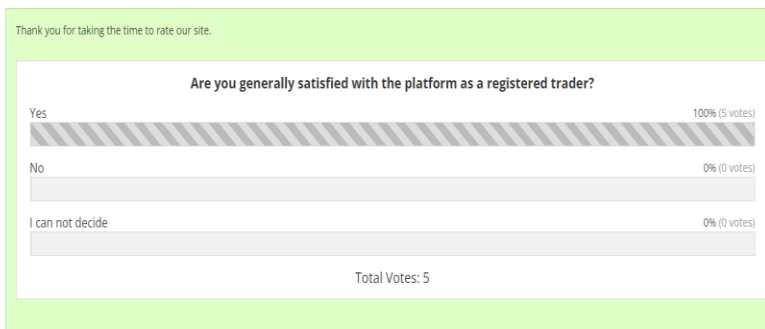
We will look at the existing surveys of the web observatory one by one and pay attention to the number and type of responses, thus gaining an idea of the number of supported structures and people who have benefited from the services provided on the platform.

The web observatory has a survey for the quality of service to traders. Each registered trader can answer the questions of his choice and give an overall assessment of the platform. At the moment with 4 votes we have 100% satisfaction with the platform.



QUALITY OF SERVICE TO TRADERS

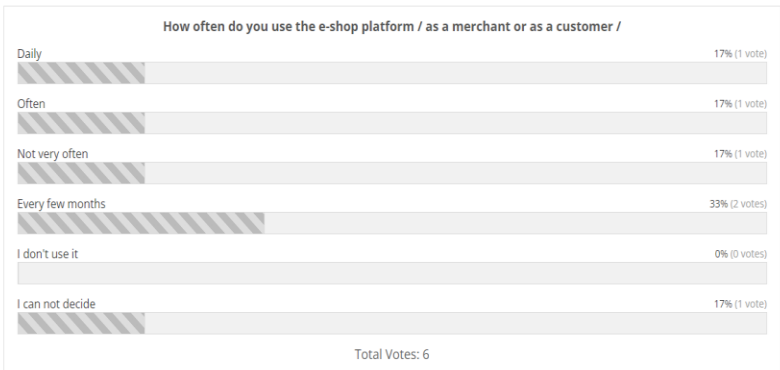
SOCIALCRAFT - OBSERVATORY - QUALITY OF SERVICE TO TRADERS



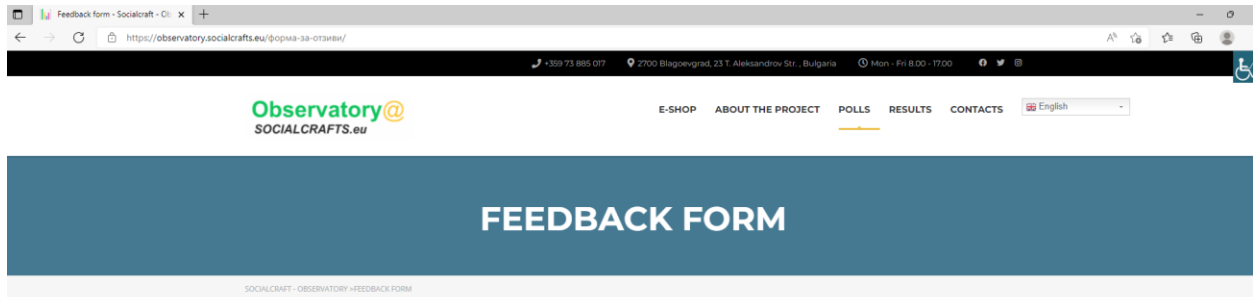
In the poll on how often you use the e-shop platform as a merchant or as a customer, we have a total of 6 votes, 17% - daily, 17% - often; 17% - not very often; 17% - I can not judge and 33% - every few months.



ATTENDANCE AT THE PLATFORM



Each user can fill out a feedback form for the site and give criticism, advice and recommendations on how to improve the functioning of the platform. No feedback has been received so far.



Leave your feedback by filling out the feedback form. Your opinion about the e-shop on the site <https://socialcraft.eu> is important so that the site can be improved. Thank you.

Feedback form

Name *

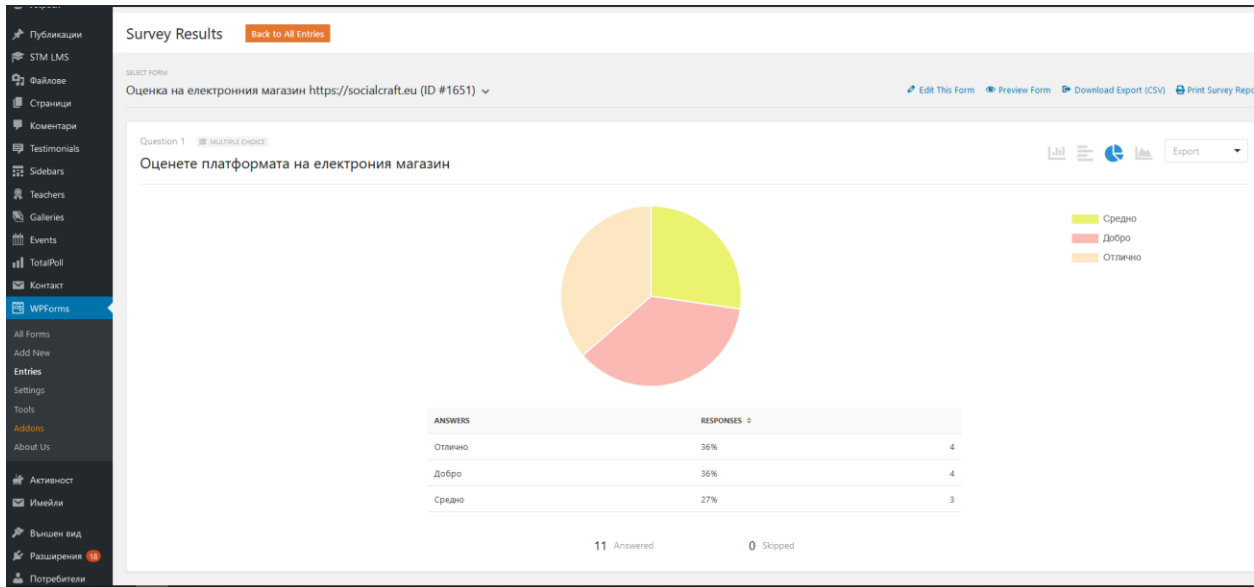
Country *

Email *

Site review *

The web observatory also has a customer feedback survey. When asked how satisfied you are with the customer service in the e-shop, 100% of the answers are: satisfied (5 votes). Another survey that tracks customer satisfaction is the customer service quality survey.

From the e-shop platform rating module, we should show the following graph, which shows satisfaction with 11 votes, of which 36% rate it as excellent, 36% rate it as good and 27% rate it as average.



There is a study on the web observatory that is related to after-sales customer satisfaction. So far no completed questionnaire has been received.

The rating of the site is 4.5 out of 5 stars with a total of 21 votes.

Observatory@
SOCIALCRAFTS.eu

E-SHOP ABOUT THE PROJECT POLLS RESULTS CONTACTS English

SITE RATING

SOCIALCRAFT - OBSERVATORY +SITE RATING

Rate the online store <https://socialcraft.eu>

Please give your rating as a user of the e-shop on the website <https://socialcraft.eu>

★★★★★ 4.5 / 5 (21 votes)

ABOUT THE SITE
This website has been produced with the financial assistance of the European Union. The contents of this website are the sole responsibility of the International

BASIC

- Observatory homepage
- Privacy policy
- About the observatory

CONTACTS

Blagoevgrad, 23 Todor Alexandrov Str., 6th floor
073 88 50 17

WCAG 2.0 AA

W3C WAI-AA WCAG 2.0

The Project is co-funded by the European Regional Development Fund (ERDF) and by national funds of the countries participating in the Interreg V-A Greece-Bulgaria 2014-2020 Cooperation Programme

The statistics on the number of users and assisted structures are as follows: 50 from Bulgaria, 8- from Greece and 1 from the USA.

