



LibreOffice
The Document Foundation

**An exploratory
survey on
Challenges
Adopting
LibreOffice in
China Based (Barian)
Government
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Main Content

1. Research Motivation, and Research Questions.
2. Brief Literature Review and Questionnaire Structure
3. Statistical Results and Interpretations
4. Interesting Discoveries
5. May Franklin's conducts to mitigate gap works?
6. Conclusions and Suggestions
7. Acknowledgment



Research Background

- Few empirical studies about this issue is conducted in Taiwan, and knowledge of this issue is fragmented.
- Knowing end-users' subjective feeling about the software is important step promoting LibreOffice and ODF policy.

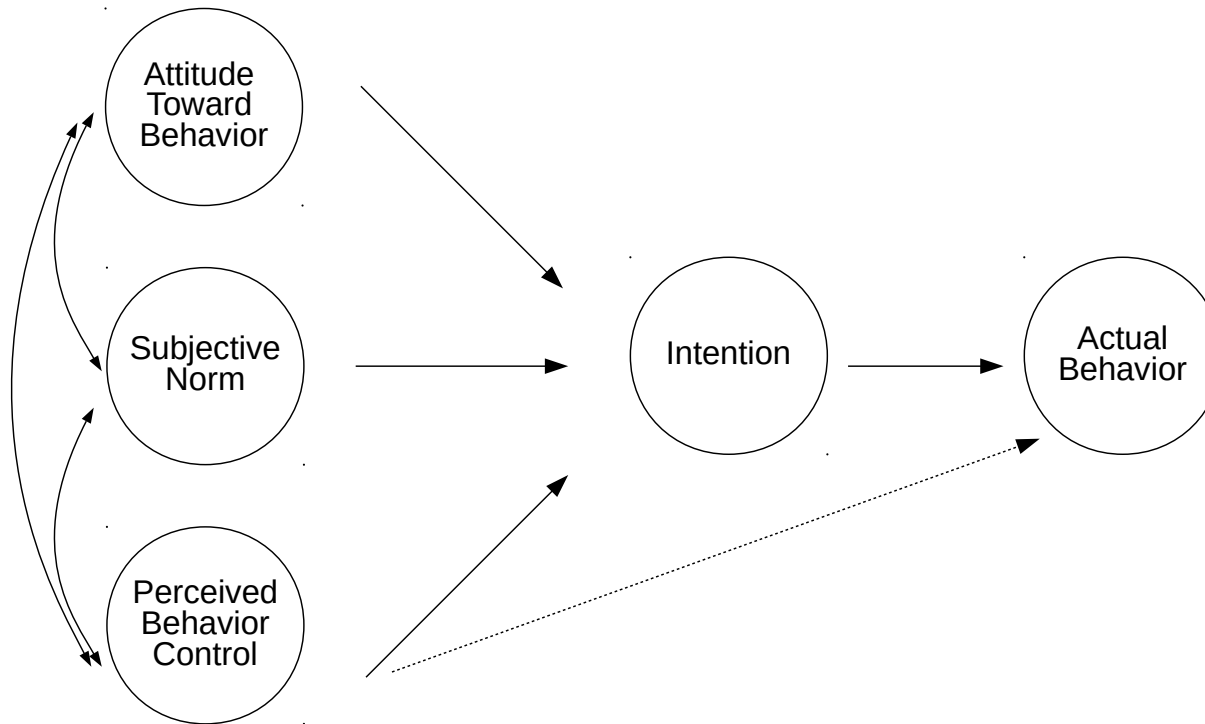


Main Research Questions

- How was the adoption progress in Taiwan government.
- How and would civil-servants' feeling or behavior vary in different attributions, such as age, IT experience., etc?
- How to improve our promotion of LibreOffice effectively in Taiwanese context?



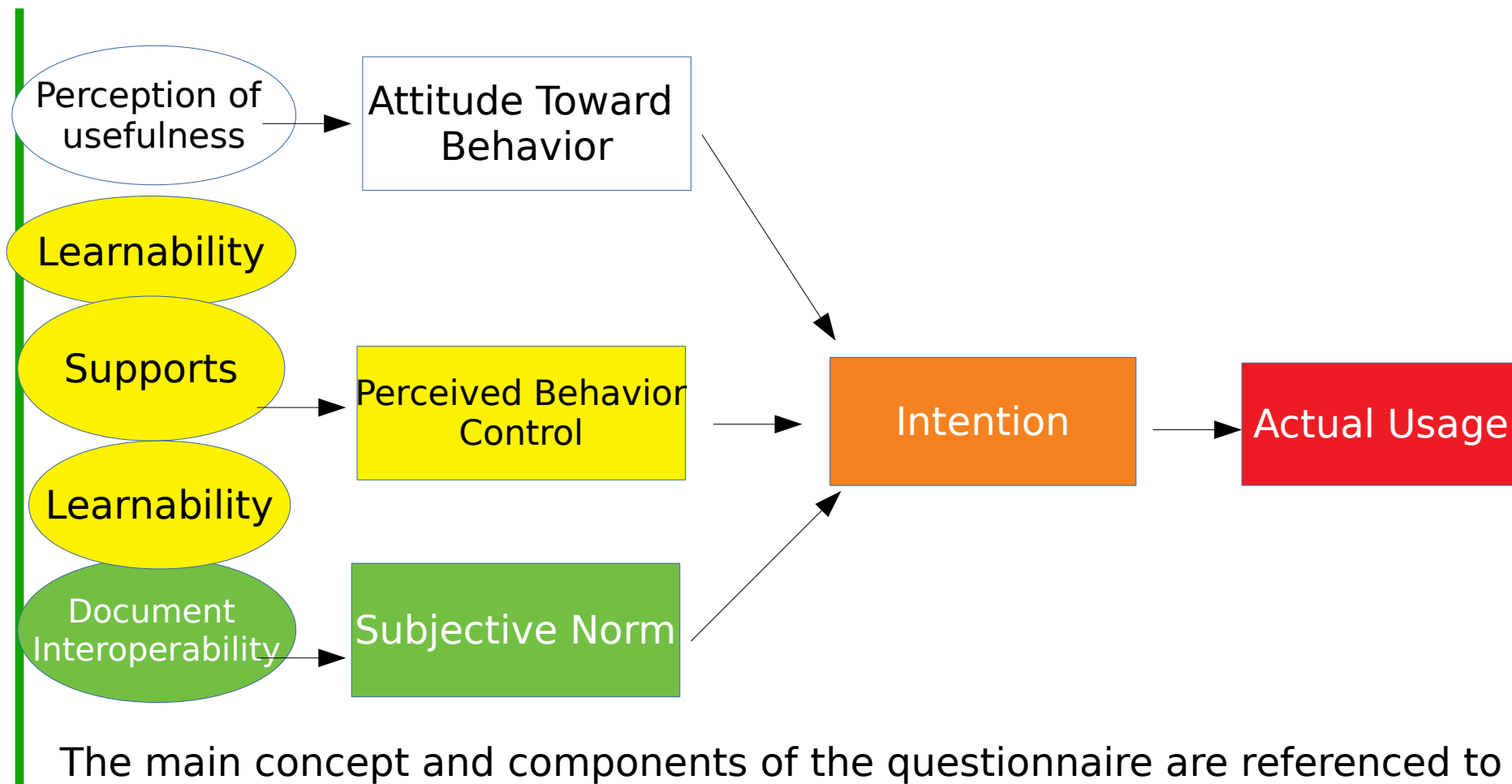
Brief Literature Review



Ajzen's (1991:182) Theory of Planned Behavior



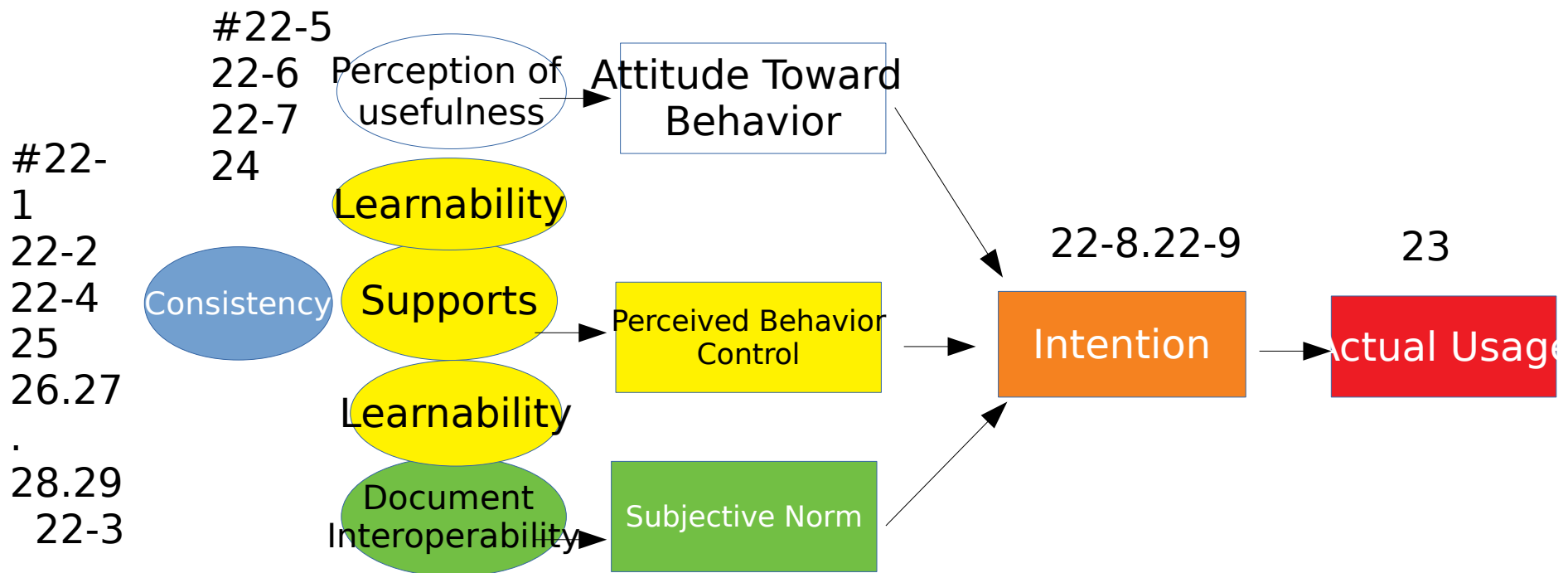
Brief framework of Questionnaire



The main concept and components of the questionnaire are referenced to these articles: Brooke (1996); Chin, Diehl, & Norman (1988); Ko (2005); Nielsen (1995) ; Nielsen (2012); Raza et al. (2012); Sutor (2008); Taylor & Todd (1995).



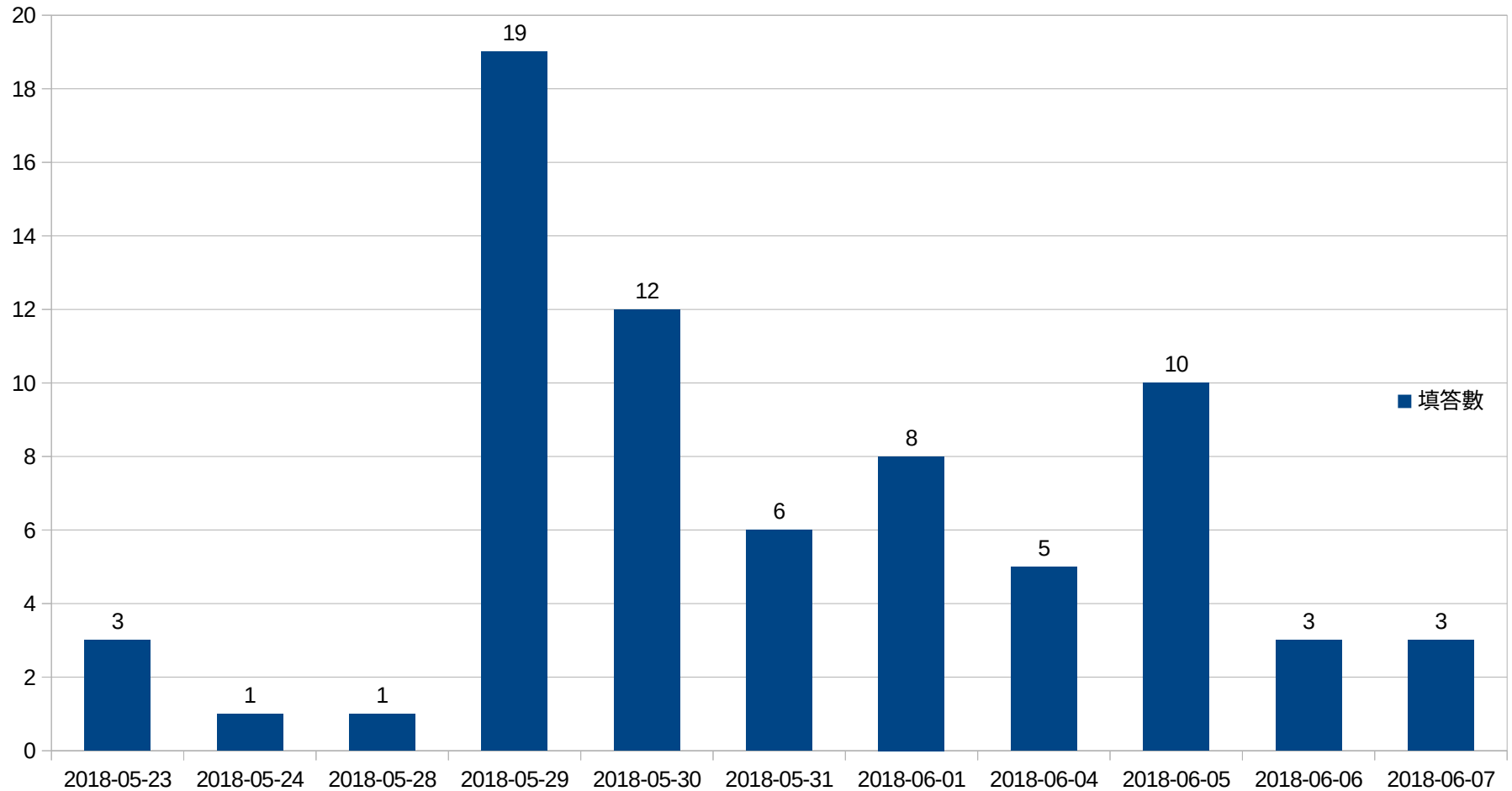
Questionnaire structure



The main concept and components of the questionnaire are referenced to these articles: Brooke (1996); Chin, Diehl, & Norman (1988); Ko (2005); Nielsen (1995) ; Nielsen (2012); Raza et al. (2012); Sutor (2008); Taylor & Todd (1995).



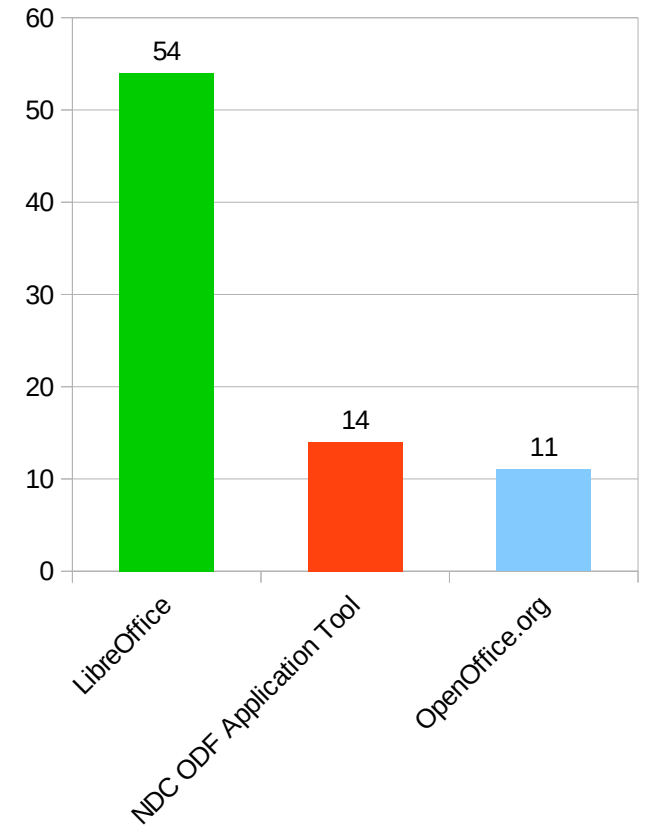
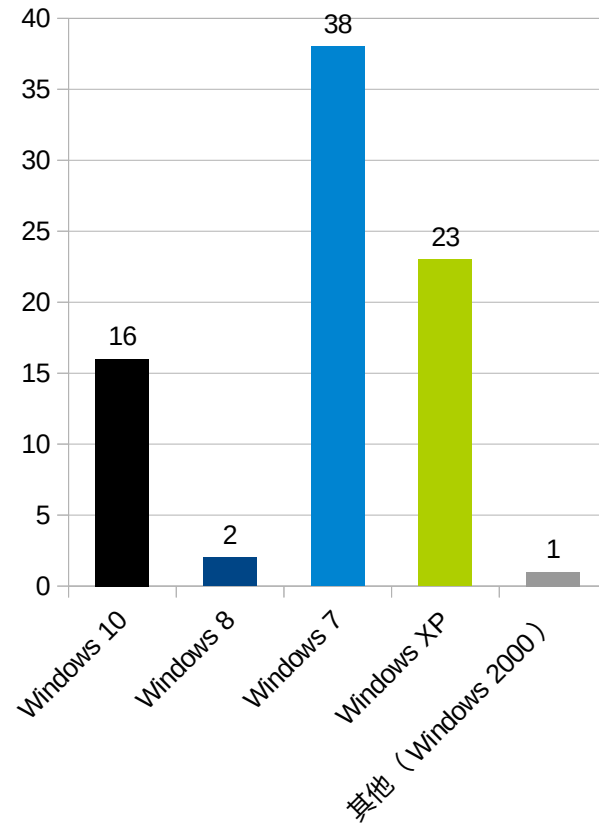
Responds base on the time-lapse





Demographic Data of Respondents

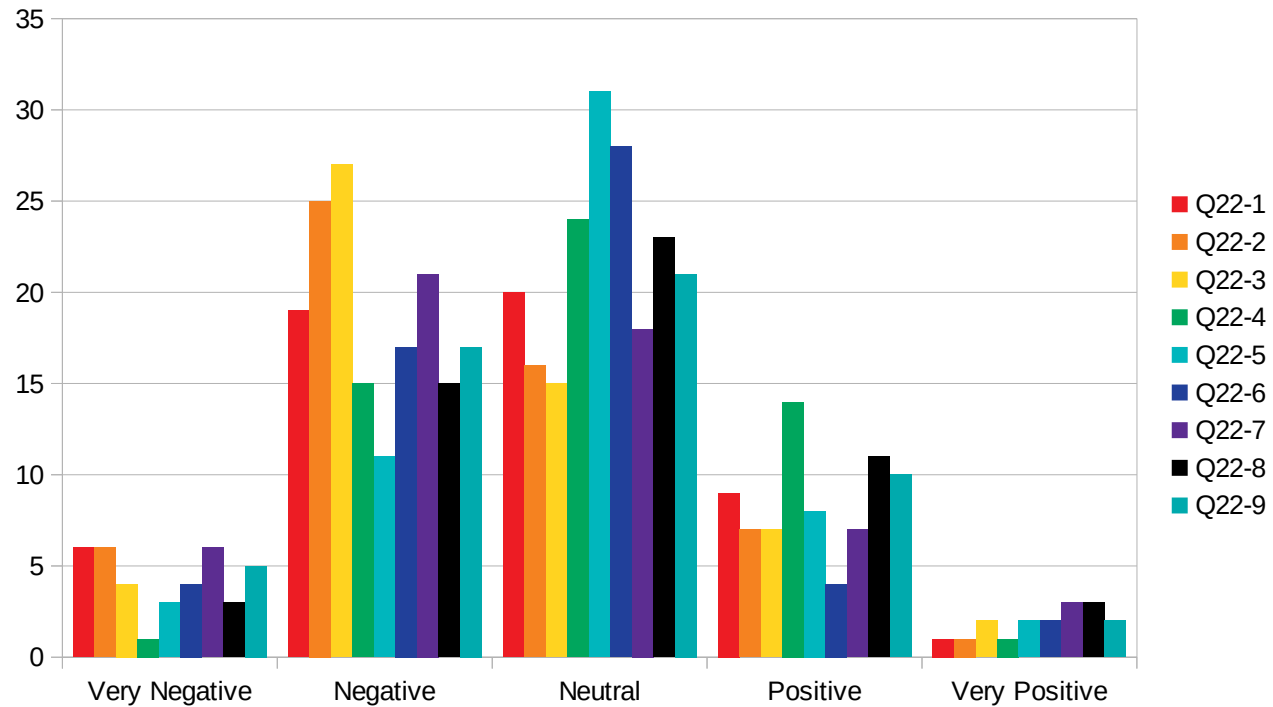
1. Most are street-level servants in a local government.
2. Most people are aged in 30-50 yrs old.
3. Medium-highly dependence on computer. (6-9 hours)





Main results

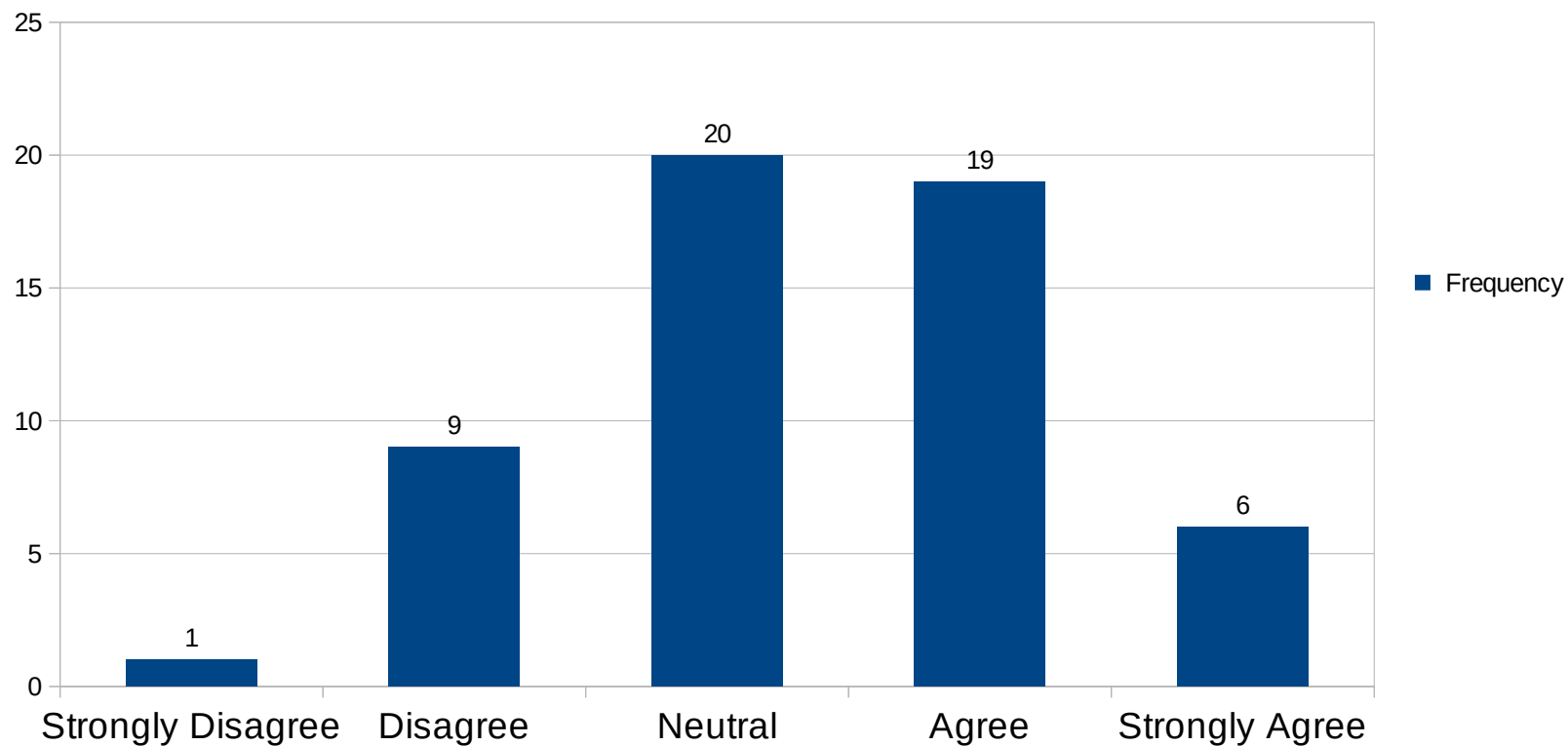
- Respondents show mostly neutral but tend to negative attitude.





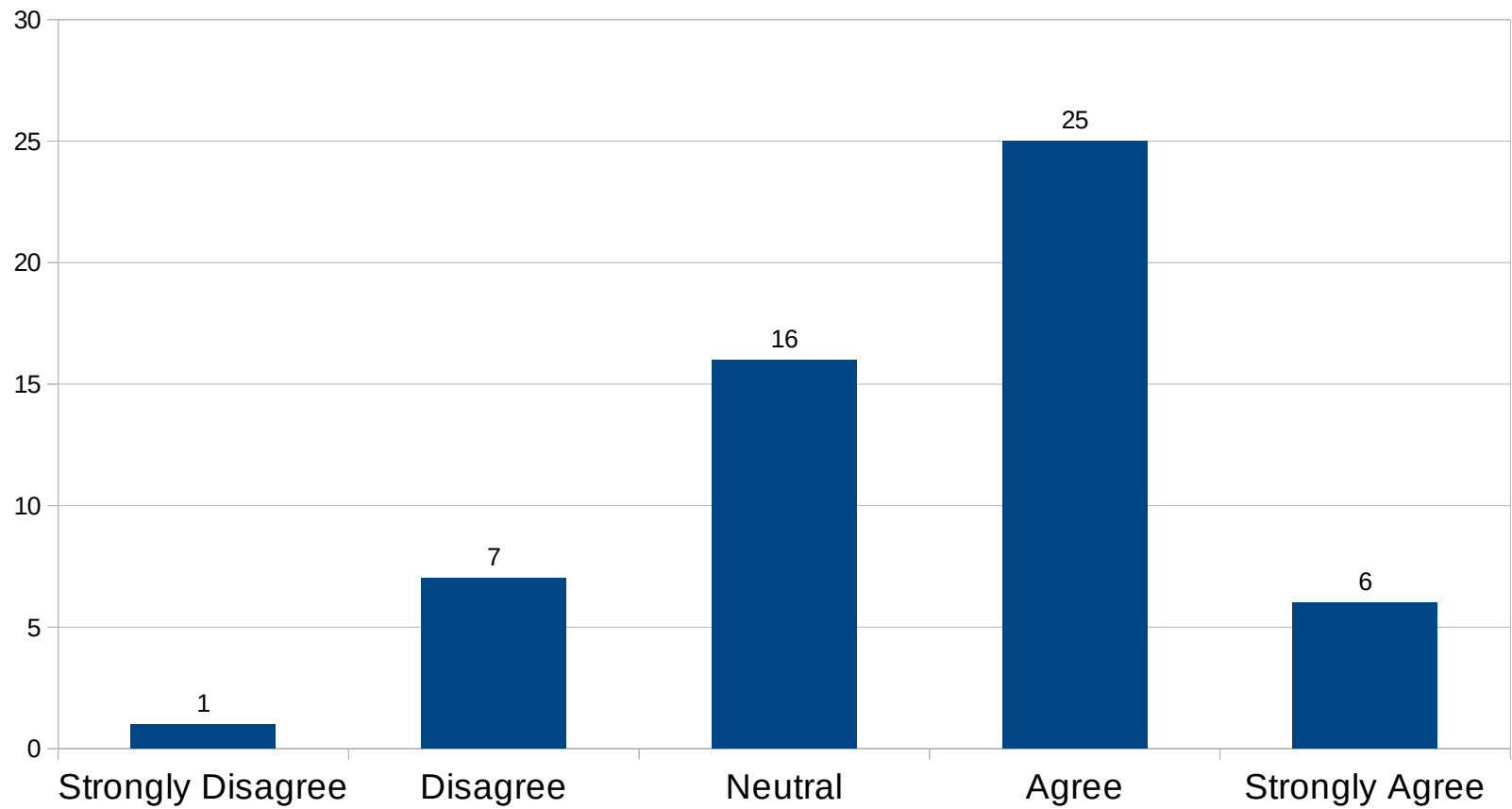
In details (but not exhausted)

Q22-1 I found there are too many difference in the way using LibreOffice and Microsoft Office.



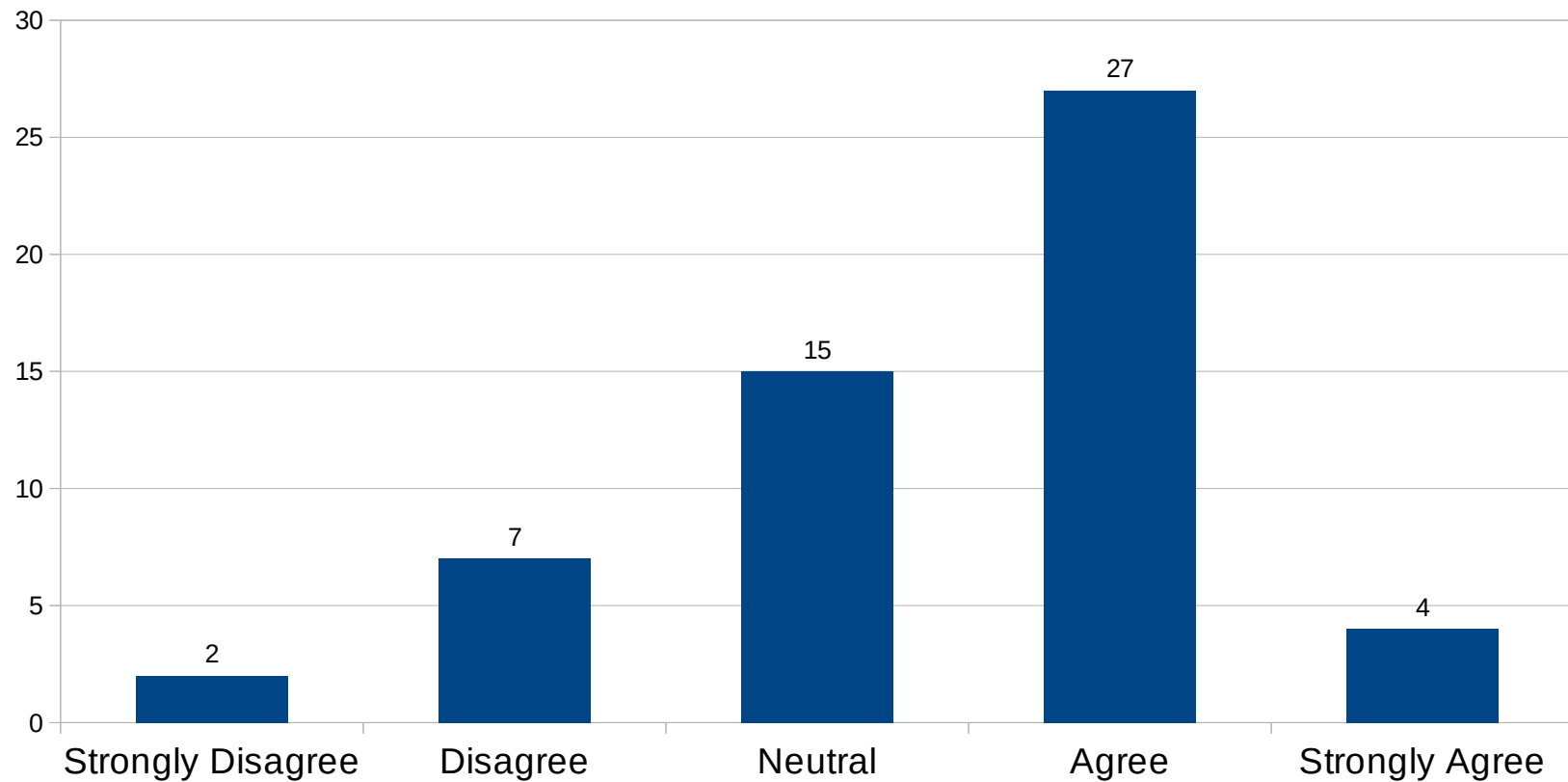


Q22-2 It takes me a lot of time getting familiar with LibreOffice.



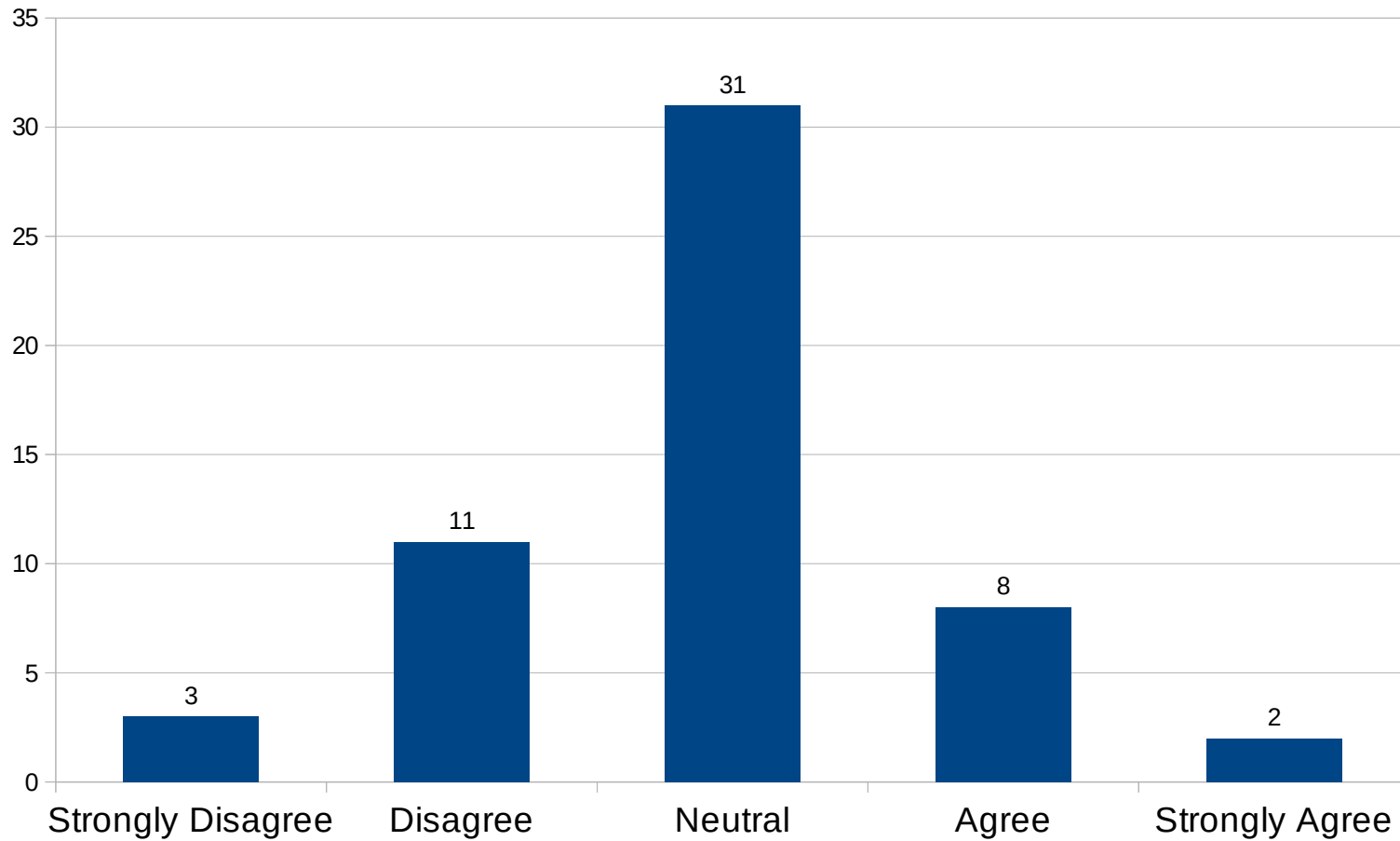


Q22-3 If I save and share files as ODF, It is hard to cooperate with my colleague.



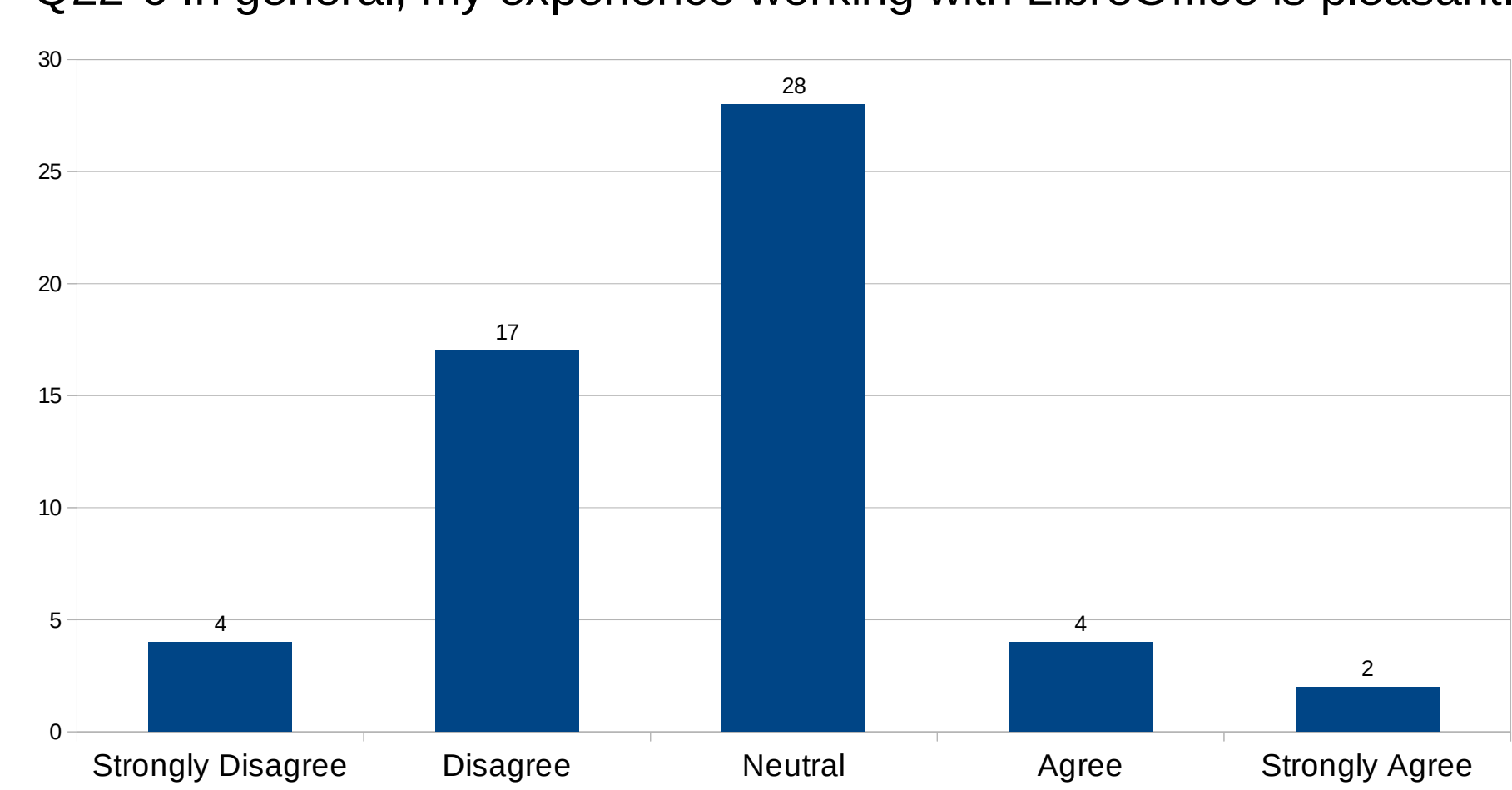


Q22-5 In general, LibreOffice could fit my work need.



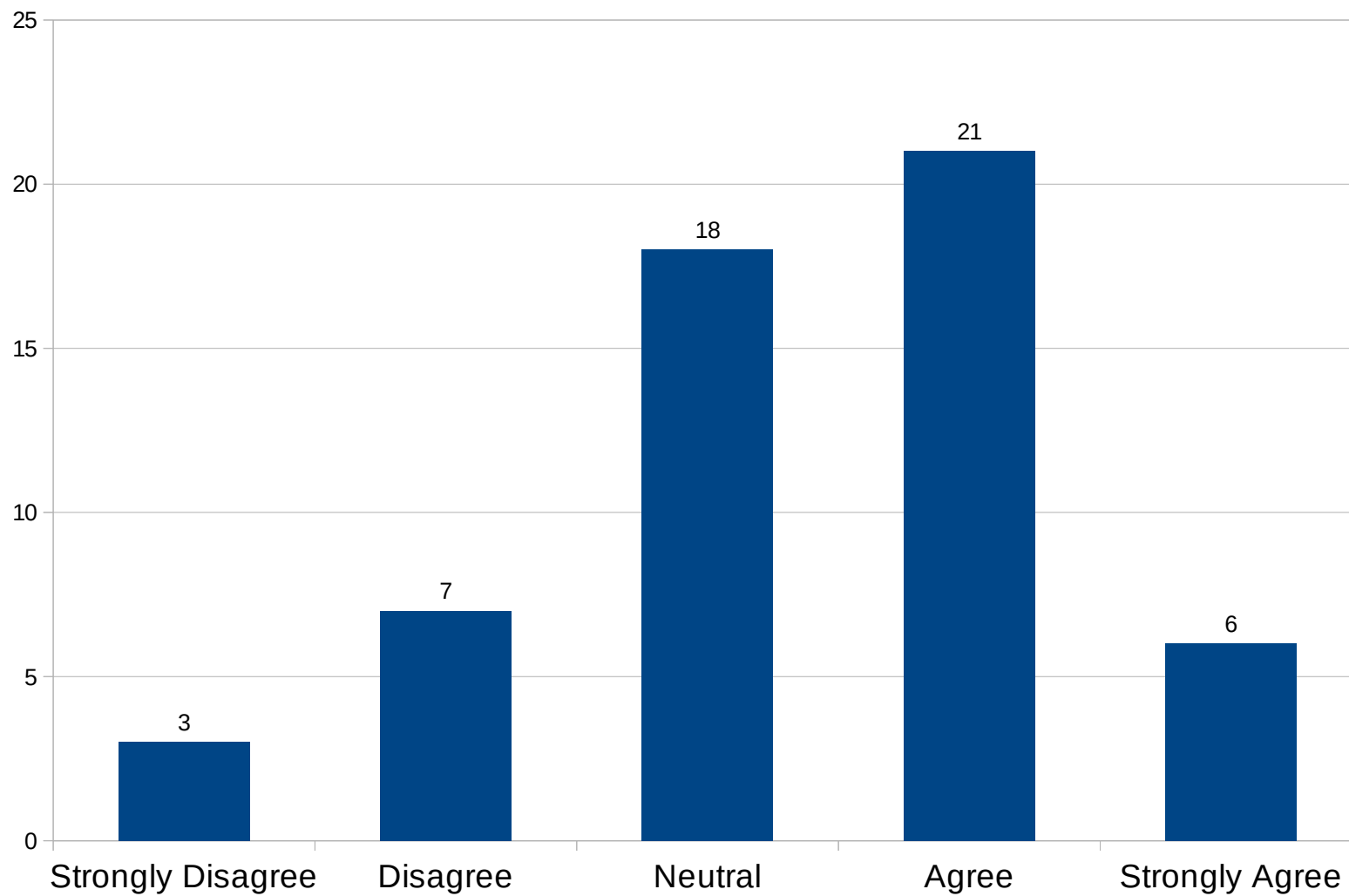


Q22-6 In general, my experience working with LibreOffice is pleasant.



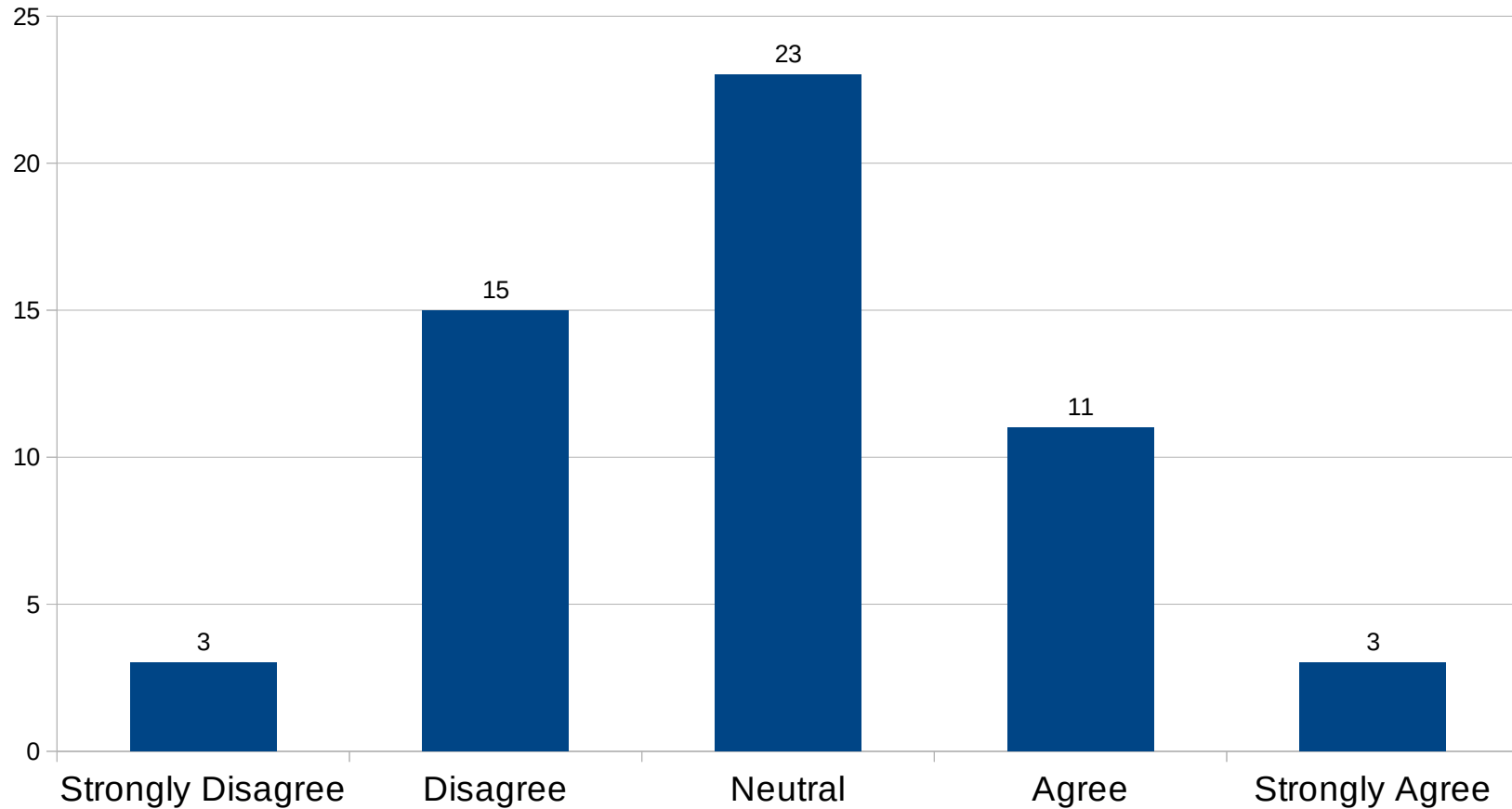


Q22-7 I think LibreOffice is very hard to use.



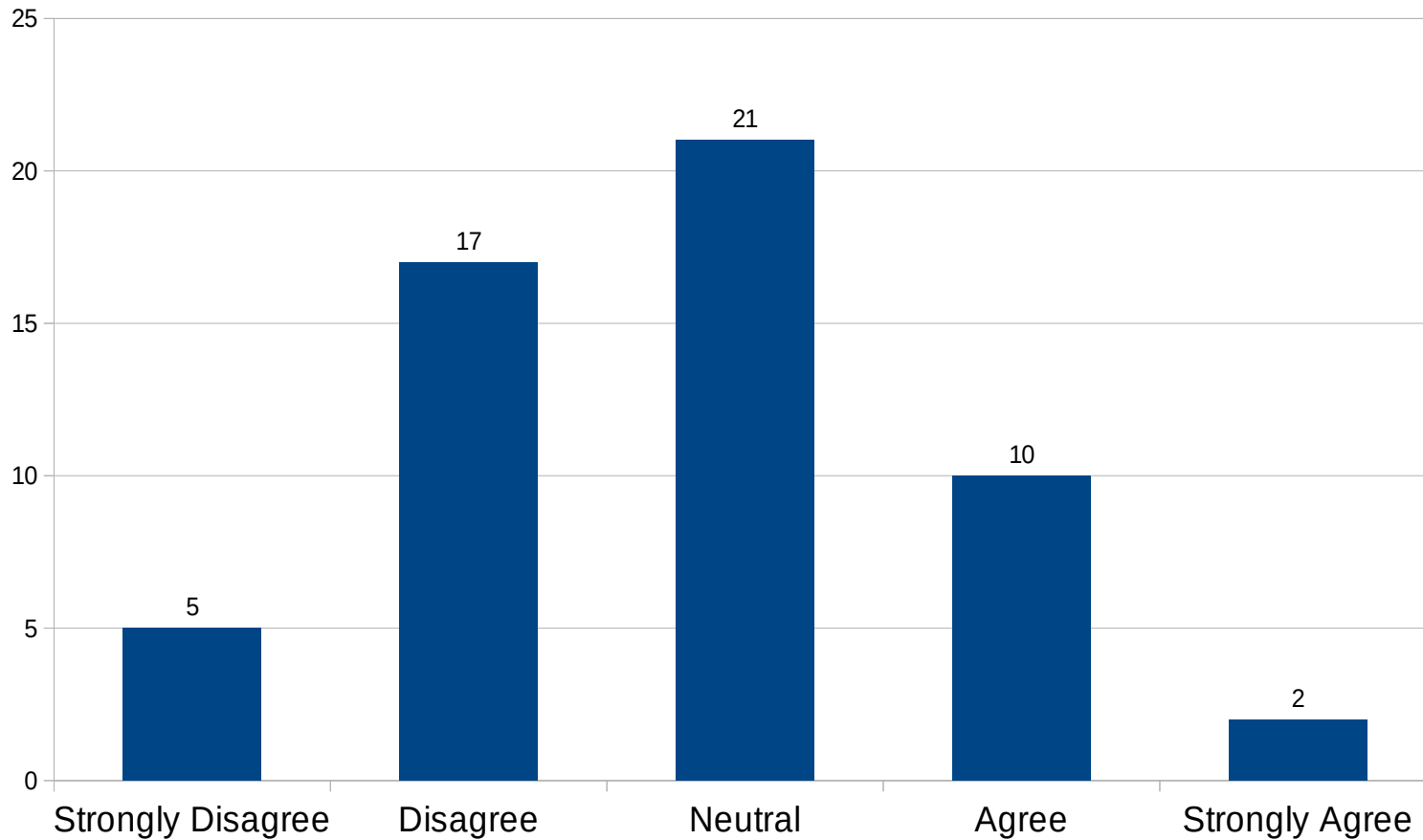


Q22-8 I would like to spend more time working with LibreOffice



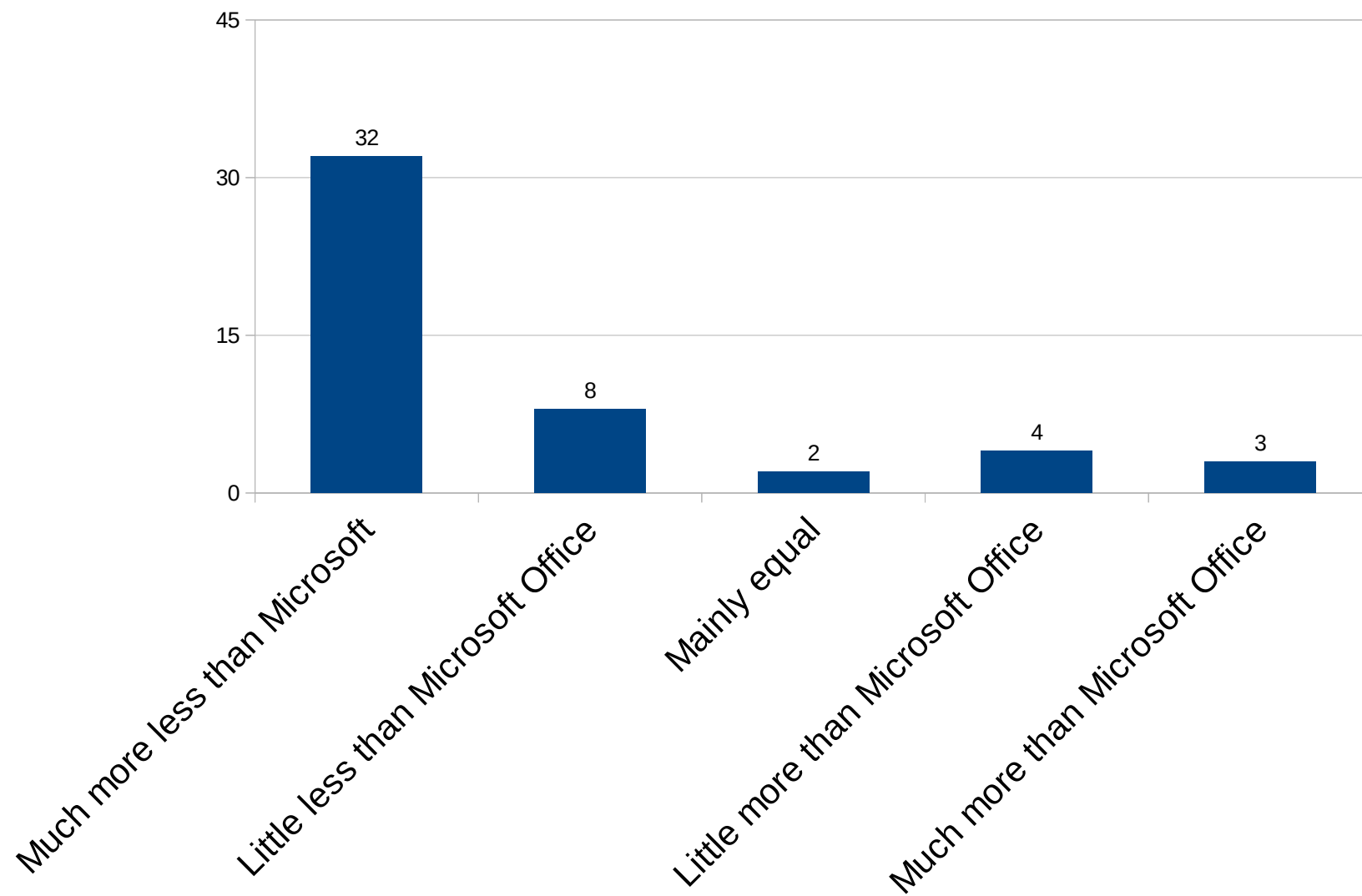


Q22-9 I would like to recommend other people working with LibreOffice.





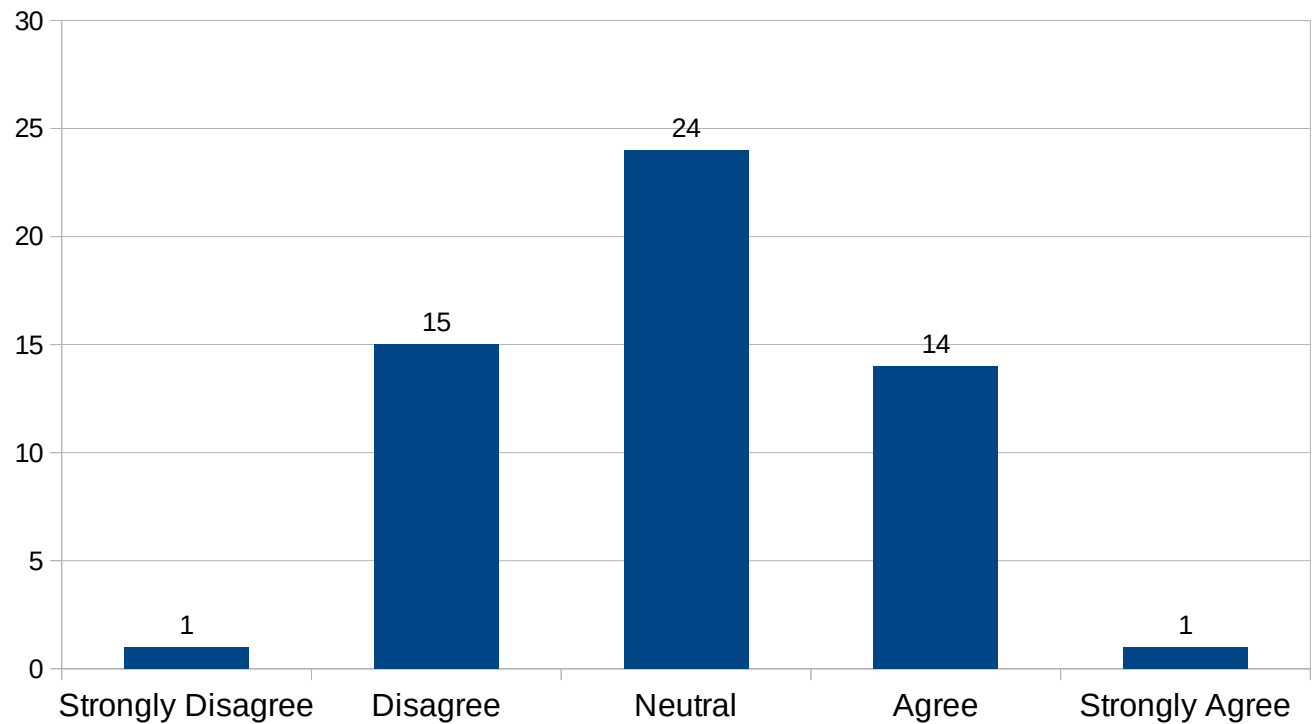
Frequency of responds of Q23





Interesting Discoveries?

Q22-4 My affiliation could help me if I have trouble using LibreOffice.





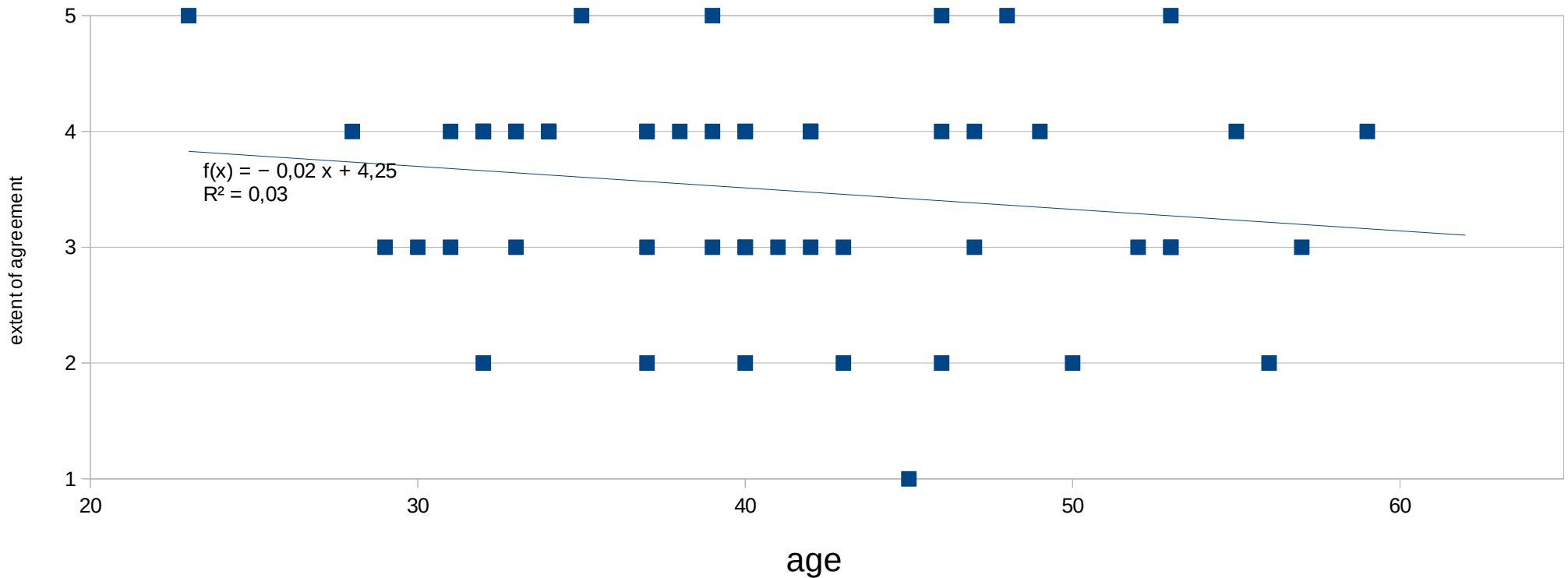
Read the !@#\$ manual?

	Rank 1	Rank 2
Asking my colleagues and IT supervisors.	<u>23</u>	<u>15</u>
Reading the (online) manual of this software.	8	4
Search for similar cases on the Internet.	<u>14</u>	<u>20</u>
Asking questions on the online communities.	7	6
Watching tutorial videos on the Internet, such as YouTube.	3	10



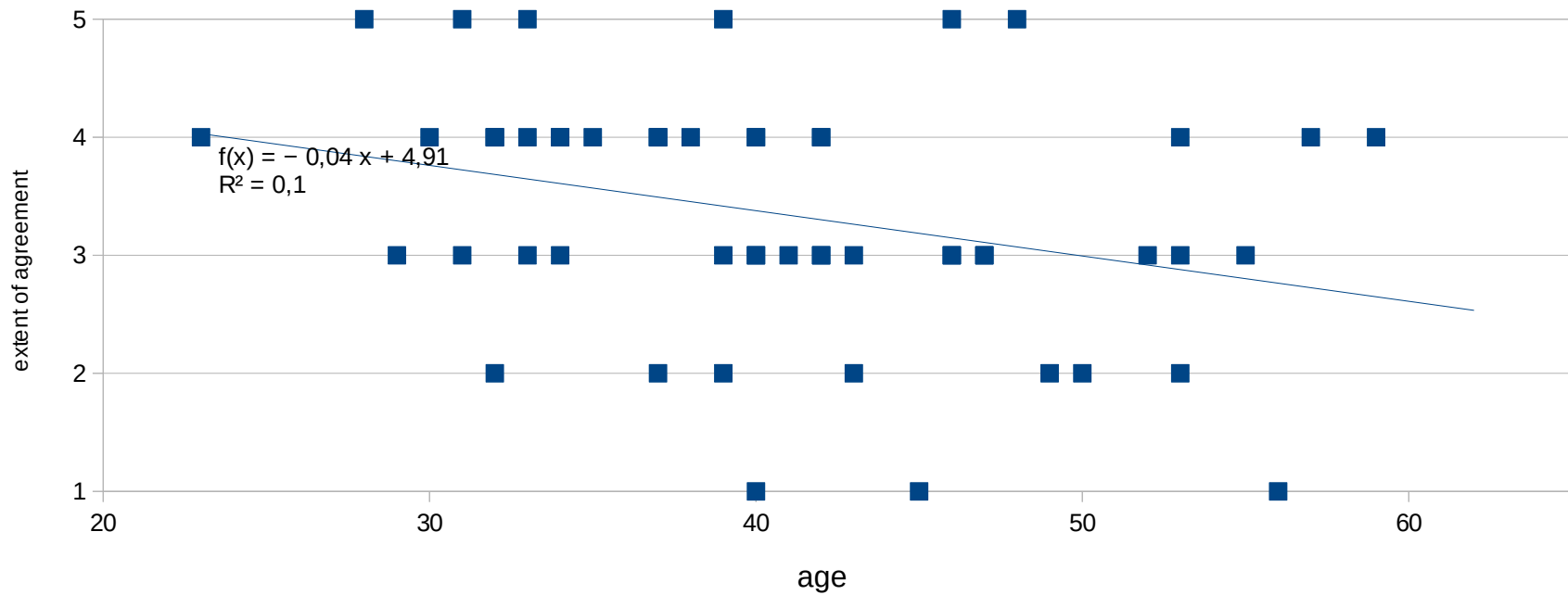
Is the stereotype of age diff. is true?

22-2 It takes me a lot of time getting familiar with LibreOffice.





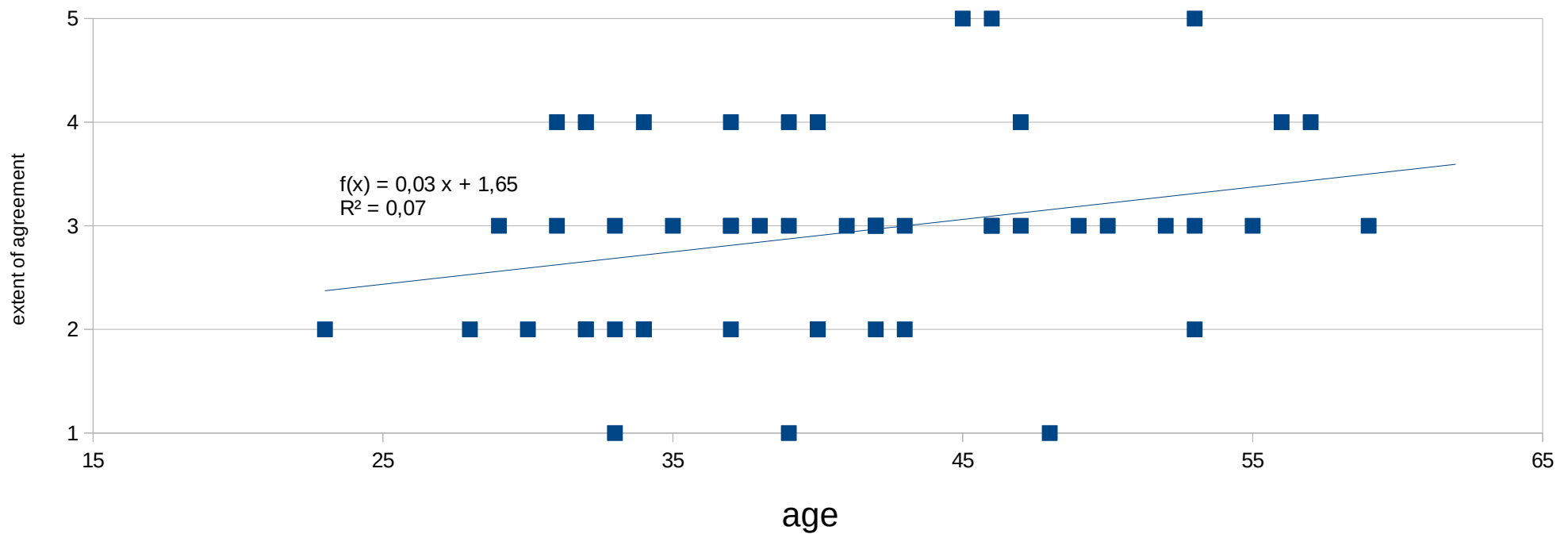
22-7 I found LibreOffice is hard to use.**



* $p < 0.1$, ** $p < 0.05$, *** $p < 0.01$



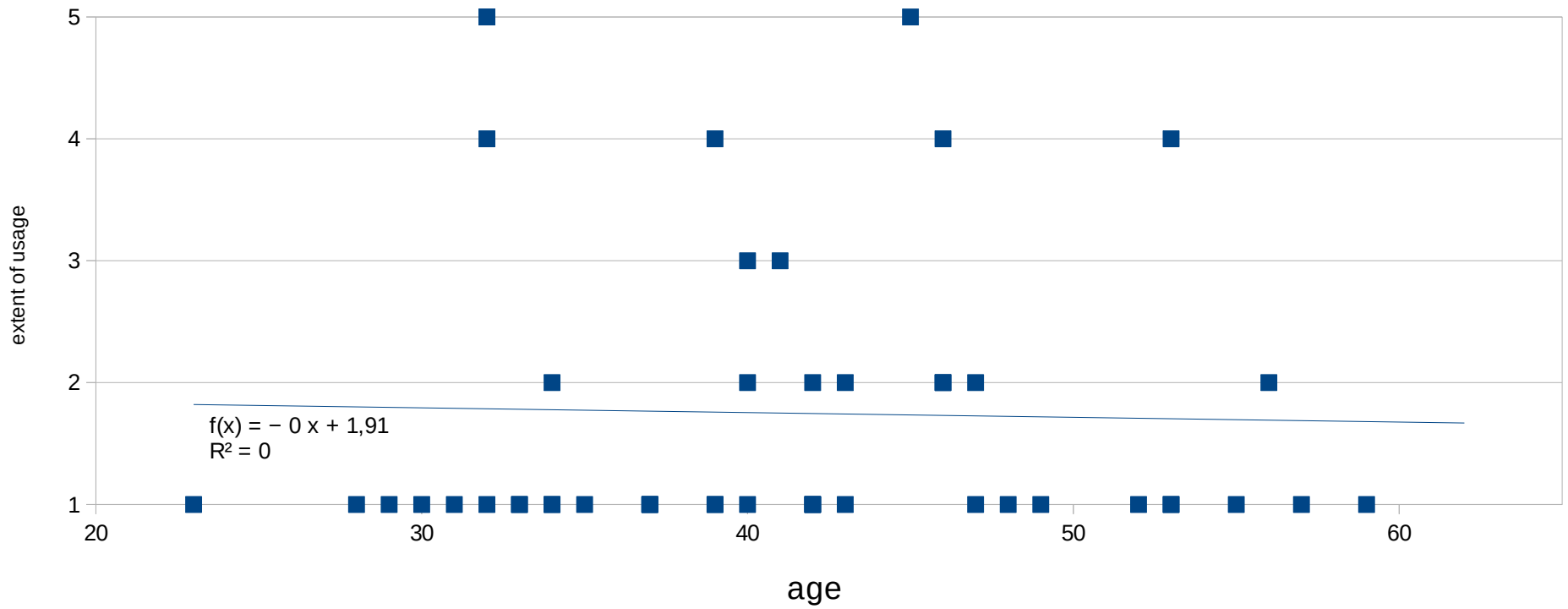
22-8 I would like to spend more time working with LibreOffice.



* $p < 0.1$, ** $p < 0.05$, *** $p < 0.01$



23 Compared to Microsoft Office, how much time you work with LibreOffice in general?





- Even though in statistical perspective, age is not absolutely influential factor (due to low R square), it is interesting findings in measuring bureaucrats' feeling or behavior in quantitative method.
- However more further research should be conducted, reliability and validity should be concerned also.



To mitigate gap

- May Franklin's conduct of helping migration works in Taiwanese Context?
- I compared several groupings in different occasions with simple statistical methods in the following slides.



	Know the policy?	Samples	Mean	Difference
22-6 In general, my experience working with LibreOffice is pleasant.	no	9	2.22	0.56**
	yes	46	2.78	
22-9 I would like to recommend other people working with LibreOffice.	no	9	2.33	0.52*
	yes	46	2.85	
23 Compared to Microsoft Office, how much time you work with LibreOffice in general?	no	7	1.86	-0.15
	yes	42	1.71	



	Attended the orientation?	Samples	Mean	Difference
22-6 In general, my experience working with LibreOffice is pleasant.	no	18	2.83	-0.12
	yes	28	2.75	
22-8 I would like to spend more time working with LibreOffice.	no	18	2.89	0.04
	yes	28	2.93	
22-9 I would like to recommend other people working with LibreOffice. Compared to Microsoft Office, how much time you work with LibreOffice in general?	no	18	2.56	0.48*
	yes	28	3.04	
23 Compared to Microsoft Office, how much time you work with LibreOffice in general?	no	18	1.67	0.08
	yes	24	1.75	



	Taken the training course?	N	mean	Difference (y-n)
22-2 It takes me a lot of time getting familiar with LibreOffice.	No	23	3.91	-0.69***
	Yes	32	3.22	
22-6 In general, my experience working with LibreOffice is pleasant.	No	23	2.43	0.45**
	Yes	32	2.88	
22-7 I think LibreOffice is very hard to use.	No	23	3.87	-0.87***
	Yes	32	3.00	
22-8 I would like to spend more time working with LibreOffice.	No	23	2.78	0.25
	Yes	32	3.03	
22-9 I would like to recommend other people working with LibreOffice.	No	23	2.26	0.87***
	Yes	32	3.13	
23 Compared to Microsoft Office, how much time you work with LibreOffice in general?	No	21	1.57	0.29
	Yes	28	1.86	



Conclusions and Suggestions

- Well training system and documentation is crucial, improving user-experience and user-interface should be in priority.
- Usability test on Windows may be more deployed.
- Mitigating the UX gap between proprietary software and LibreOffice should be another concern.



Acknowledgment

- Dr. Dong and Dr. Hsiao, faculty in my academic dept for professional conduction.
- Franklin Weng for helping me deliver questionnaire and sharing us his exp.
- Overall, I take the full responsibility for the wording and content of this article, and (potential) mistakes in this presentation.



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