

Unveiling Respondents' Collaboration in Online Questionnaire Responses

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ABSTRACT: *In research, data collection and analysis are a challenging and stressful task. Researchers work hard to come up with reliable and accurate results using various tools. In the era of digital research methodologies, technology has offered a huge number of research instruments that facilitate the process of conducting quantitative studies. Online questionnaire, for instance, is one of the most popular data collection tools used in research, especially in the field of humanities. It has many advantages such as providing quick responses, being easily used, cost effective, and time saving. It can be used with large populations despite time and distance. However, the problem is that many researchers encounter problems in gathering data as some respondents ignore filling in the questionnaires. The majority of researchers share their online questionnaires on social media or through professional emails, where a large community of informants exists and fits many requirements. Nevertheless, the frequency of responses sometimes is not satisfying, which hinders the researchers' study and analysis. Therefore, they end up using fewer representative samples or use other research instruments as a backup. The current paper attempts to delve deeper in this area and examine the possible reasons of the informants' reluctance to fill in online questionnaires by means of an interview, as the most appropriate research tool in this context. In other terms, understanding the collaborative nature of respondent engagement in online questionnaires is paramount to uncover the factors influencing their willingness to collaborate. This paper also aims to suggest some recommendations to create good online questionnaires in order to raise the frequency of responses and enhance the effectiveness and validity of online questionnaire studies.*

KEYWORDS: Online Questionnaire, Data Analysis, Data Collection, Forms, Respondents, Collaboration.

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1. Introduction

In recent decades technological advancements have equipped researchers with numerous tools that greatly facilitate their work. Nowadays, there is a wide array of tools and software available for tasks such as data collection and analysis, reference management, language checkers, plagiarism detectors, etc. Many of these tools are available at no cost and are designed to be user-friendly, created for the sake of helping researchers conduct their studies more effectively. As far as data collection is concerned, researchers have been blessed by online questionnaires that simplified the process of data collection enormously. Creating online questionnaires is a simple process; it can be achieved by online forms at several websites such as Google Forms. This blessing, however, seems to be a curse for many researchers who have recently been complaining that they do not receive enough responses online. The response rates they previously achieved seem to be higher than those from online questionnaires, despite the latter being distributed among larger populations. This study intends to explore the reasons and the factors that made respondents less collaborative. In other words, it seeks to investigate the motives and elements contributing to the decreased engagement and responses in online settings. It aims to examine to what extent researchers use and receive online questionnaires. Additionally, it attempts to highlight the major challenges encountered by researchers using online questionnaires. By aiming to enhance the response rate in online questionnaire studies, the present study plans to offer valuable insights to create effective and high quality online questionnaires.

2. Literature Review

In academic research, methodology plays a pivotal role in shaping the outcomes and insights derived from studies. Among the various tools at a researcher's disposal, questionnaires stand out as a crucial instrument for collecting data. Their design and deployment can significantly influence the quality and reliability of the gathered data. Thus, exploring questionnaires design and properties is essential to understand the challenges they present despite their widespread use.

2.1.Data Collection

Data collection is an important step in research methodology. By definition, it is the procedure of gathering, measuring and analysing information using various techniques, usually to check the validity of a researcher's hypothesis (s) (Bhat, 2022). The approach to data collection differs based on the field of the study and depends on the required information. Technical and scientific fields depend more on experimental research design, for example, and use several data collection instruments and materials that are different from the ones used in social and human sciences. Data collection, which is essential for generating new insights and theories, can be achieved by many research instruments. The most commonly used ones are questionnaires, interviews, observation, tests, etc. each of which serves particular purposes. Compared to questionnaires, interviews and observations hold greater importance in educational fields (Pozzo, Borgobello, & Pierella, 2019). However, as previously mentioned, the present study focuses on employing online questionnaires in research due to their extensive application.

2.2.Online Questionnaires: Pros and Cons

The use of questionnaires in data collection is very common. Many researchers prefer using questionnaires because they are simple, cost-effective, and easy for the analysis of the gleaned data. They are also confidential and anonymous, which makes respondents feel more comfortable (Gillham, 2007). They are especially beneficial for descriptive, non-experimental research designs without manipulating the study conditions and environment to depict reality (Mathers, Fox, & Hunn, 2007). In this type of research method,

questionnaires represent the most adequate research tools. Besides, the traditional way of data gathering using papers and requiring onsite visits to guarantee thorough data can be both expensive and time consuming. (Lefever, Dal, & Matthíasdóttir, 2007). Researchers typically need to physically visit various locations, such as institutions or field sites, to conduct data collection. This fieldwork aspect adds an additional layer of complexity and effort to the research process. Moreover, coordinating these visits and ensuring that data collection procedures are carried out effectively can further extend the timeline of the research project. Therefore, while traditional methods may have been widely employed in the past and ensure reliability of results, they are increasingly being replaced or supported by more efficient digital data collection methods, such as online questionnaires, which offer greater convenience and flexibility. Yet, they come with their own set of limitations. These include potential concerns about the quality of the data collected, such as issues with accuracy and completeness. Misunderstandings can also arise, especially from ambiguous questions, which may lead to unreliable or inconsistent responses. Moreover, there are challenges related to engaging respondents, such as maintaining their motivation and ensuring their honesty, which can significantly affect the data's validity (Gillham, 2007).

When online surveys are conducted meticulously, they serve as efficient tools for promptly gathering extensive data from targeted samples. However, many researchers are attracted by the seeming ease of administering online surveys without recognising the importance of comprehending the fundamental principles of survey research. Understanding these principles is crucial for ensuring the validity and reliability of survey findings, asserts Helen (2019). Online questionnaires offer an alternative to researchers since they have many advantages. Just like paper-based questionnaire, an online questionnaire is a research instrument that consists of a set of questions (open-ended or close-ended questions). However, it is created and administered online. This can be realised using different forms such as Google Forms, SurveyMonkey, TypeForm, etc. Studies using online questionnaires have shown considerable potential and are increasingly employed worldwide for being quick and cost-effective in gathering important amounts of data within short periods (Lefever, Dal, & Matthíasdóttir, 2007). This illustrates that online questionnaires serve as a viable alternative to the traditional method of data collection. Mertler (2002), for instance, believes that they are cost saving and efficient in collecting data in a short time from different populations. Harlow (2010), in her turn, claims that online questionnaires represent a valuable research tool option, especially as access to computers and the Internet has recently improved among people. Furthermore, the software for creating and distributing these surveys has become easier and sometimes at no cost. Due to their simplicity and quick responses, many researchers are prone to deploy online questionnaires in their research works (Saleh & Bista, 2017).

As previously mentioned, many services are available to design online questionnaires, which is advantageous for many researchers. In the same vein, Nayak and Narayan (2019) assert that these services contribute significantly in rendering research studies fast and easy. Online questionnaires offer further benefits, including instant data processing, decreased need for fieldwork, the ability to incorporate audiovisual aids for better understanding, and reduced research expenses. Moreover, they remove any potential intimidation respondents might feel due to the presence of a surveyor (Pozzo, Borgobello, & Pierella, 2019). Global reach is another advantage of online questionnaires since they access large samples distributed all over the world easily (Minnaar & Heystek, 2013). Moreover, Internet renders multimedia content transmission possible and faster compared to travelling (ibid). It is worthy to note that the benefits of online questionnaires increase the more people are familiar with the digital tools of their creation and distribution (Harlow, 2010).

In some situations, questions constitute a challenge to the respondents, especially ambiguous ones. However, question diversity can be considered as a solution to this problem since researchers can put different types of questions due to sequencing and branching abilities. This permits researchers to overcome misunderstanding and confusion issues usually faced by respondents and even reduce the questionnaire length, as emphasised by Minnaar and Heystek (2013). On the other hand, online

questionnaires, just like paper-based questionnaires, are easy in data analysis compared to the other research instruments. Some survey services have many features that provide researchers with assistance in data analysis.

Compared to the traditional methods of data collection, online surveys have an increased response rate, attributed to the convenience, accessibility, and design flexibility they give respondents. People can participate in surveys at any time and from any location (home, work, etc.), leading to higher levels of engagement. Besides, eliminating the need for printing and manual data entry reduces significantly the overall research expenses. Researchers can also have a real-time access to survey data, which is another key benefit, enabling them to quickly analyse responses and make timely amendments to their study design if necessary. Additionally, online surveys can be accessed from various devices, including smartphones, tablets, and computers, ensuring broader reach (Salvatori, 2023).

Despite the number of advantages online questionnaires has, some drawbacks and limitations are unavoidable. Sending online questionnaires via email is very frequent among researchers. Nevertheless, this can be a problem sometimes in which online questionnaires are perceived as spam. Many reputed and sophisticated mail servers can consider online surveys as spam, leading to their automatic blocking or deletion (Minnaar & Heystek, 2013). In this regard, Salvatori (2023) adds some notable disadvantages of online questionnaires. The digital nature of these surveys means they can be easily overlooked or dismissed by respondents submerged with online communications, too. She further mentions response bias as another concern since the self-selecting nature of online participants may not accurately reflect the wider population. Additionally, the absence of an interviewer eliminates the opportunity for checking deeply the meaning of the questions resulting in providing less adequate responses or survey fraud issue, where the authenticity of responses can sometimes be questionable (Salvatori, 2023).

Further drawbacks of online questionnaires include respondents' limited online experience. The unfamiliarity of respondents with online survey forms can pose a significant challenge for them (Minnaar & Heystek, 2013). In addition to their lack of experience, problems of motivation can be also a problematic to researchers. This problem is usually the consequence of survey fatigue where respondents receive a huge number of questionnaires and end up skipping questions or declining to participate altogether. Unfortunately, this leads to a low rate of responses which bothers any researcher. Like any technology, an online questionnaire has pros and cons, and it is up to the researcher to take it as an opportunity to collect data effectively. In this regard, Nayak and Narayan (2019) conclude, the researcher must make an informed decision to employ online survey tools, taking into account the specific context of the study, the characteristics of the study population, and the overall methodology of the research.

2.3. Some Examples of Online Survey Tools

With the advancement of digital technology, numerous online survey tools have emerged, offering researchers and organisations a diverse array of options to suit their specific needs. These tools provide a convenient platform for designing, distributing, and analysing different types of questionnaires. Examples of online survey tools include Google Forms, SurveyMonkey, Typeform, Qualtrics, eSurv, and many others.

Google Forms, for example, is a component of Google Workspace that offers a user-friendly interface and diverse functionality for creating surveys, quizzes, and forms. Totally free and accessible, it supports various question types, themes, and customisation options, making it suitable for individuals and organisations with diverse needs. Its integration with Google Sheets facilitates automatic data analysis, while privacy settings ensure security and confidentiality (Vasantha Raju N & Harinarayana, 2016). With all its features, Google Forms enables users to create dynamic surveys tailored to their specific requirements, enhancing the efficiency of data collection processes across domains. In addition, I have

extensively utilised Google Forms for short surveys requiring minimal respondent time, appreciating its simplicity and effectiveness in quickly collecting data.

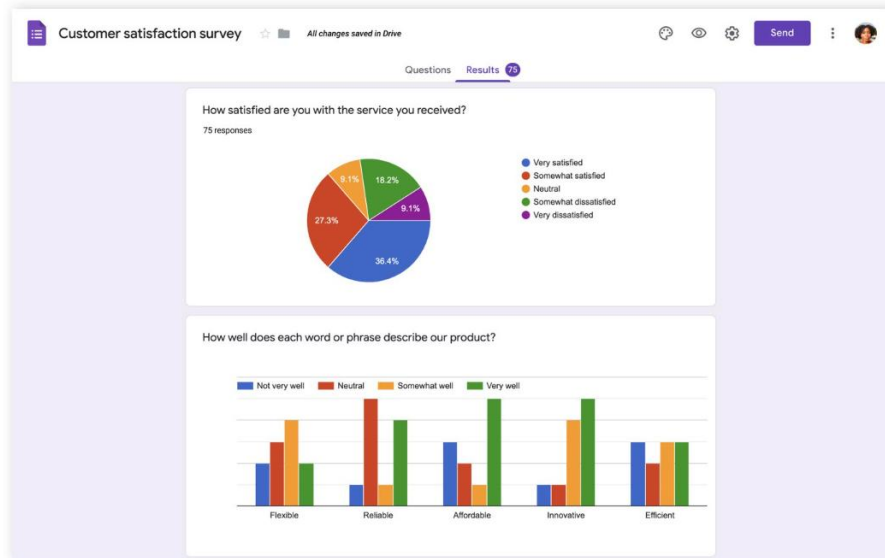


Figure 1. Screenshot of Google Form¹

SurveyMonkey, another survey tool, provides both individuals and businesses with its extensive range of features and question types. Known for its robust analytical tools and SPSS integration, SurveyMonkey facilitates detailed data analysis, enabling users to gain deep insights from their surveys. It offers a variety of templates and design options to create customised surveys that align with the user's research goals and unlimited questions of different types. It maintains an insightful user interface, making it accessible for users with different levels of expertise to design, distribute, and analyse their surveys effectively (Nagalakhmi & Trivedi, 2015).

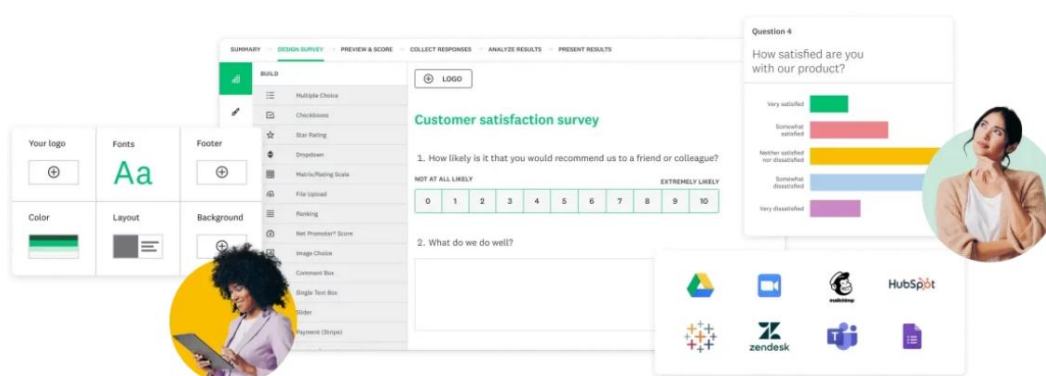


Figure 2. Screenshot of SurveyMonkey²

¹ <https://www.google.com/intl/fr/forms/about/>

² https://www.surveymonkey.com/?ut_source=mp&ut_source2=online-forms&ut_source3=header

Typeform offers a unique and engaging approach to online surveys, emphasising user experience with its conversational interface and custom design options. It is known for its attractive interface that enhances respondent engagement through one question at a time presentation, making the process feel more like a conversation than a traditional survey. (Beck, 2023). I have personally used Typeform for some of my surveys and can attest to its effectiveness in keeping respondents engaged, thanks to its interactive elements and aesthetically pleasing layouts. The platform supports various media types, including images and videos, making it flexible for different kinds of data collection needs.

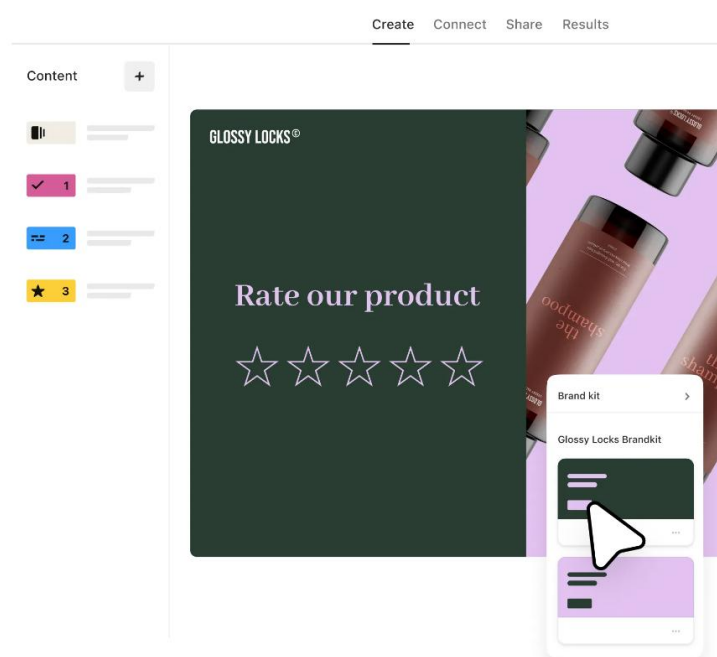


Figure 3. Screenshot of TypeForm³

Qualtrics is a sophisticated online survey tool known for its advanced analytical capabilities and wide range of question types, suitable for complex research needs across various sectors. The Survey Flow screen lets you see your survey as a whole or focus on specific parts easily. You can reuse answers from earlier questions smoothly. Editing questions is simple and does not disrupt your workflow. Plus, you can preview how your survey will look on both mobile and desktop screens at once, making it easier to design for different devices (Rubin, 2019). On the other hand, eSurv distinguishes itself with its commitment to accessibility and ease of use, offering a simple interface that simplifies the process of survey creation. It appeals to those seeking a user-friendly platform for quick and effective survey dissemination. It is especially appropriate for personal and non-personal data (Farmer, Oakman, & Rice, 2016) .

In short, it is evident that the market of online survey tools is vast and diverse, with each platform offering unique features and functionalities to meet specific research objectives. The aforementioned tools exemplify this diversity with their advanced analytics and user-friendly interfaces. Numerous other tools exist, each with various strengths and capabilities. As researchers face this multitude of options, it is indispensable to carefully assess their research needs and objectives in order to select the tool that best

³ <https://www.typeform.com/>

aligns with their requirements and priorities. By choosing wisely, researchers can control the full potential of online survey tools to improve their data collection efforts and get meaningful insights for their studies.

3. Methodology

In order to examine the use of online questionnaires in the Algerian context, a study is conducted with Algerian researchers from different disciplines by means of an interview. The sample consists of 14 researchers who provided insights into their perspectives on using online questionnaires and the typical response rates they encounter. The sample size was limited to 14 researchers, constrained by time limitations, the availability of participants, and my own scheduling commitments. Below is a table that details the number of participants along with their respective fields of study.

Participants' Field	Number (%)
English	3 (21.42%)
Economics	1 (7.14%)
Commerce and Finance	5 (35.71%)
Biology	2 (14.28)
Psychology	2 (14.28)
Chemistry	1 (7.14%)

Table 1. Participants' Field of Study

Table 1 indicates that the selected sample is diverse, aiming to gather insights from researchers representing various study settings and methodologies. Interviews were chosen as the method of data collection to ensure the acquisition of sufficient and reliable information regarding the investigated topic. The interview is divided into two sections: the first section contains questions directed towards the participants in their roles as researchers, while the second section pertains to their experiences as respondents.

To enhance the reliability and validity of the findings, several measures were implemented. For instance, to ensure a focused and productive dialogue, interviews were conducted in a controlled environment, free from common disturbances such as background noise, technical disruptions, and interruptions from others. With participants' consent, all interviews were recorded. This allowed for a detailed analysis, ensuring that the interpretation of data remained closely aligned with participants' actual words and intentions. Furthermore, to uphold ethical standards, all participants were informed of the study's purpose, their rights as participants, including confidentiality and the right to withdraw at any time without consequence prior to initiating the interview process.

4. Results and Discussion

In the first section, the participants were asked if they use online questionnaire in collecting data for their studies. The majority (85%) asserted that they use them and they usually share the questionnaire's link on social media. One of the researchers stated, "Yes, I frequently use online questionnaires for my studies and share them in different groups on Facebook". Many participants expressed a similar perspective stating that they share their designed online questionnaires across multiple social media platforms such as Facebook, Messenger, or Telegram in order to ensure a wider reach. They highly believe that a large number of informants use social media, which increases responses' rate of the questionnaires. Others, however, prefer sharing them on e-mails, giving them a professional aspect using their professional emails instead of personal ones. One participant highlighted their preference, stating, "I prefer sharing online

questionnaires via email because it is safe and professional” Another participant clearly said, “Using my professional email address adds credibility to the survey and it enhances the possibility of receiving responses.”

Regarding the feedback received from the respondents, several researchers noted a higher response rate from students compared to teachers or other demographic groups. They attributed this trend to students' greater familiarity with online tools. For instance, one researcher remarked, “Students tend to engage more with online questionnaires, they use smartphones comfortably to answer the questionnaires quickly”. On the contrary, the lower response rate from teachers and other populations was attributed to a variety of factors. They noticed that teachers often report being too busy, overwhelmed, or not as adept with online surveys, which impacts their participation rates. Moreover, a minority of participants pointed to less tangible reasons for the reluctance observed among some respondents. As one noted, some possible issues may include selfishness, indifference, perhaps even jealousy, or a general lack of willingness to collaborate. This perspective highlights the complex interaction of factors influencing participation in online research.

When comparing the efficacy of online versus paper-based questionnaires, a significant portion of the study participants (60%) expressed a preference for the latter, citing a higher response rate despite the logistical challenges and costs associated with physical distribution and the need for in-person interactions. They pointed out that the nature of paper questionnaires often encourages more engagement from respondents. As one participant explained, “even though it takes more time and energy, I usually get more answers when I use paper surveys. I think my presence also makes them more serious to fill it out.”

To solve the problem of the lower response rates associated with online questionnaires, the researchers recommended the design of online questionnaires to be as concise and straightforward as possible. They argued that reducing the length and complexity of surveys could help improve completion rates. “To increase participation in online surveys,” one researcher suggested, “keeping the questionnaire clear, concise, and to the point is crucial”. This approach considers the respondent's time and can lead to higher completion rates, emphasising the ongoing challenges faced in optimising survey methods for maximum engagement. It also highlights the strategic concerns researchers must consider in choosing between digital and traditional survey formats.

In the second section of the interview, the participants were asked questions as informants. As far as receiving questionnaires is concerned, the greatest majority of the participants (71%) reported receiving a huge number of questionnaires, especially from Master's students. Many participants affirmed that they respond to these questionnaires, although sometimes taking longer to complete them. For instance, one participant explained, “I usually answer all the questionnaires, but sometimes it takes me a while to finish them.” Others emphasised the importance of promptly responding to surveys to assist fellow researchers. As one participant stated, “I make an effort to respond immediately because I know how crucial it is for researchers to receive timely responses.” However, some participants admitted to occasionally forgetting to respond to online questionnaires due to busy schedules.

To gain further insights into the participants' preferences regarding questionnaires, the vast majority (69%) expressed a preference for answering paper-based questionnaires in the presence of researchers, enabling them to seek clarifications as needed. As previously stated, this is an option not readily available with online questionnaires. They emphasised the convenience of using pen and papers over mobile devices, finding it easier to interact with concrete materials. One participant simply put, “I really prefer paper questionnaires because I can easily write down notes and ask questions directly to the researcher if I need clarification especially that sometimes it is hard to understand some questions”

Conversely, the remaining participants indicated a preference for online questionnaires, citing the flexibility to complete them in their free time or at home. They stressed the effect of the comfort and lack of pressure associated with responding at their own pace. As another participant remarked, “Online questionnaires work better for me because I can do them at home when I have time. It helps me provide better answers because I'm more relaxed and not rushed to return them immediately.”

The participants claimed that they encountered several challenges while completing online questionnaires, including issues with question repetition, overly broad or irrelevant questions, lack of clarity, excessive length, and various technical issues. These problems ranged from the inability to select multiple options or add comments to limited space for providing open-ended responses. As one participant noted, "I often find myself frustrated with online questionnaires due to the repetitive questions and technical limitations." Another participant clearly said, "It's so hard to provide meaningful and complete answers when the questionnaire isn't well designed and structured." These difficulties contributed to a sense of disturbance and frustration among most participants when asked to fill out online questionnaires. Another participant uttered, "The constant repetition and technical problems make me hesitant to complete online surveys. It feels like a waste of time when the questions are unclear or purposeless." Consequently, many respondents nowadays tend to ignore questionnaires, especially those distributed via social media platforms. One participant declared, "I often ignore online questionnaires, particularly on social media, because of the issues with clarity, length, and technical problems."

In brief, the discussion of the interview results illuminates the multifaceted perspectives of some Algerian researchers on the use of online questionnaires. Participants provided various reasons behind their preferences and behaviours, ranging from the convenience and accessibility of digital surveys to the advantages of paper-based formats and the presence of the surveyor. However, the challenges encountered with online questionnaires, such as technical issues and unclear questions, highlight the need for thoughtful survey design and implementation. These insights place a great importance of considering the diverse needs and preferences of respondents when designing research instruments. By addressing these concerns, researchers can optimise data collection practices and enhance the validity and reliability of their findings.

5. Considerations for Good Online Questionnaires

The process of creating an effective online questionnaire is a challenging task. Therefore, researchers need to consider many features in order to create a good online questionnaire and raise its response rate. This includes planning, designing, and distributing online questionnaires. Researchers should consider a population that seems to be more interested in their study. They should also choose the appropriate form to design their questionnaire. The latter should be clear and attractive in order to raise the respondents' response rate (Minnaar & Heystek, 2013; Saleh & Bista, 2017).

It is recommended to keep the online questionnaire short and simple. Researchers need to include direct and clear questions to avoid ambiguity and boredom. They should also inform the respondents in the introduction or the invitation letter of the amount of time they may take to complete the questionnaire (Saleh & Bista, 2017). This gives respondents, at least, an idea that the questionnaire is short and not time-consuming, which is quite motivational. Revilla and Höhne conclude that online surveys ideally span between 10 to 15 minutes, with durations surpassing 30 minutes being regarded as excessively lengthy. However, responses can vary significantly among different groups. Therefore, based on the target population, it may be suitable to deploy surveys of various lengths as an exception (Revilla & Höhne, 2020).

Repeated contacts with the study unit, prolonging the duration of fieldwork, and offering encouragements to the participants have all proven to promote response rates (Díaz de Rada, 2022). Some strategies are deployed in order to raise responses' rates. These strategies include distributing informational content about the survey through email i.e. pre-notification, engaging in reminder communications through email reminders, and phone calls (Chenicheri, Adams, & Mertova, 2008). In online questionnaires, researchers should provide the respondents with enough information about the topic they are investigating since they might be less knowledgeable about it. In other terms, researchers should not think that the respondents are expert in the field as they are. This is one of the mistakes that many researchers commit, which makes many respondents, unfortunately, skip some questions. Consequently, adding definitions, synonyms, or figures is highly advantageous and recommendable in this case.

One aspect that negatively impacts the response rates of online surveys is the size of the sample. Findings indicated that simply increasing the number of survey recipients does not guarantee a higher response rate. Rather, it is essential to target a clearly defined and refined population. To improve response rates in online surveys, it is advisable to pre-contact potential participants, deploy various survey methods alongside online surveys, and rely on phone reminders to prompt participation (Wu, Zhao, & Fils-Aime, 2022). The sensitivity of the topic has also an influence on participants' response rates. People exhibit reduced willingness to engage in research pertaining to personal and sensitive topics, regardless of the method of data collection employed (Mulder & Bruijne, 2019). Therefore, the topic of research can determine the choice of data collection tool.

Incorporating gamification, images, and interactive features into surveys represents an innovative approach to enhancing respondent engagement and motivation, potentially leading to increased response rates. Gamification introduces elements of play, competition, and reward into the survey-taking process, transforming it into an enjoyable and stimulating experience. The use of images and multimedia not only makes surveys more visually appealing but also aids in the comprehension of questions, especially for complex or abstract concepts. Furthermore, interactive features such as sliders, drag-and-drop responses, and instant feedback loops create a dynamic interaction between the survey and the respondent. By making the survey completion process more entertaining and less tedious, researchers can significantly enhance participation rates, ensuring a broader and more representative dataset for their studies.

In order to avoid technical issues previously discussed, it is crucial for researchers to thoroughly review the online questionnaire they have designed. This can be effectively accomplished by utilising the preview feature offered by most online survey platforms, which allows creators to see and interact with their survey as respondents would. Beyond personal review, solicit a colleague or friend to examine the questionnaire serves as an additional step of scrutiny. This peer review process is invaluable, as it provides an external perspective that can identify potential ambiguities in questions or technical problems that the creator might overlook. Feedback, in this case, permit researchers to make necessary adjustments, ensuring the questionnaire is clear, user-friendly, and devoid of any technical faults before it is distributed to the target audience. Implementing these steps diligently will considerably boost the quality of the online questionnaire, making it not only more engaging for respondents but also significantly reducing the likelihood of encountering issues that could compromise the integrity of the collected data.

6. Conclusion

Online questionnaires, like any research tool, have both advantages and disadvantages. It is crucial for researchers to stay updated on technological advancements to ensure the reliability and accuracy of their results. This study focused on the use of online questionnaires by some Algerian researchers, revealing several challenges due to inadequate questionnaire design, resulting in low response rates. Factors such as respondent motivation and survey fatigue were identified as primary contributors. To address these issues, the study offered recommendations to enhance questionnaire effectiveness and maximise response rates. Moreover, collaboration among researchers is essential for advancing scientific research not only in Algeria but globally. Ultimately, the basis of scientific inquiry lies in robust data collection practices, highlighting the importance of collaboration and continuous improvement in research methodologies. To sum up, the present study suggests an approach that combines methodological rigour and digital literacy with a commitment to fostering a collaborative culture among researchers to enhance the efficacy of online questionnaires as a research tool and scientific research in general.

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