


Adaptive Municipal e-Forms

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- The background of the slide features several thick, light gray wavy lines that flow from the right side towards the left, creating a sense of movement and depth.

Introduction

Adaptive municipal e-forms

Objectives:

- Discover the preference for adaptation techniques and the municipal products/ services to be improved with adaptation.
- Determine how to ask things of which the user has no knowledge of.

Methods

- Theory study
- Three online questionnaires:
 - 54 citizens
 - 53 municipal employees
 - 14 municipalities
- Explicit presentation of questions
- Use of examples and example based pictures
- (Im)personal and (in)direct approach

Theory Study

Announcement of a change of address

Step 2 of 5: Personal information

Please fill in your personal information.

Personal information

Initials *	<input type="text"/>	
First name *	<input type="text"/>	All official names as indicated on your id
Last name *	<input type="text"/>	Full last name as indicated on your id
Date of birth	<input type="text"/>	
Place of birth	<input type="text"/>	

Fields with a * are obligatory!

Previous

Next

Announcement of a change of address

Step 2 of 5: Personal information

Please fill in your personal information.

Personal information

Initials *	<input type="text"/>	Minimal one character obligatory
First name *	<input type="text"/>	All official names as indicated on your id
Last name *	<input type="text"/>	Full last name as indicated on your id
Date of birth	<input type="text"/>	mm-dd-yyyy
Place of birth	<input type="text"/>	Place of birth as indicated on your id

Fields with a * are obligatory!

Previous

Next

Results

- Citizens (82%), employees (67%) and municipalities (62%) favor the use of adaptation with municipal e-forms.
- Favored types of adaptation:
 - adaptation to an individual
 - personalization
 - combination of explicit and implicit acquisition
 - adaptation of content and navigation
- Feedback user group:
 - the questionnaire was complex
 - difficult terms, e.g. customization, should be avoided
 - too many questions (24 questions)
 - the explanatory text took more time to understand
 - the questionnaire should use personalization

Conclusions

- A questionnaire should use:
 - one example where the description is based on
 - example based pictures
 - personalization
 - easy explanation and simplification of terms
 - direct and personal approach of users
 - a maximum of 20 questions
- All user groups favor the use of adaptation.
- Adaptation can only be successful when implemented carefully and no incorrect adaptation takes place.

Future work

- Design four prototypes:
 - static and adaptive ‘building permit’
 - static and adaptive ‘announcement of change of address’
- Face-to-face evaluation:
 - interaction
 - comparison