

Introduction

Users must be involved in the design process of **adaptive municipal e-forms**; the user can adjust the form or the form can be adjusted to the user.

Objective

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

Methods

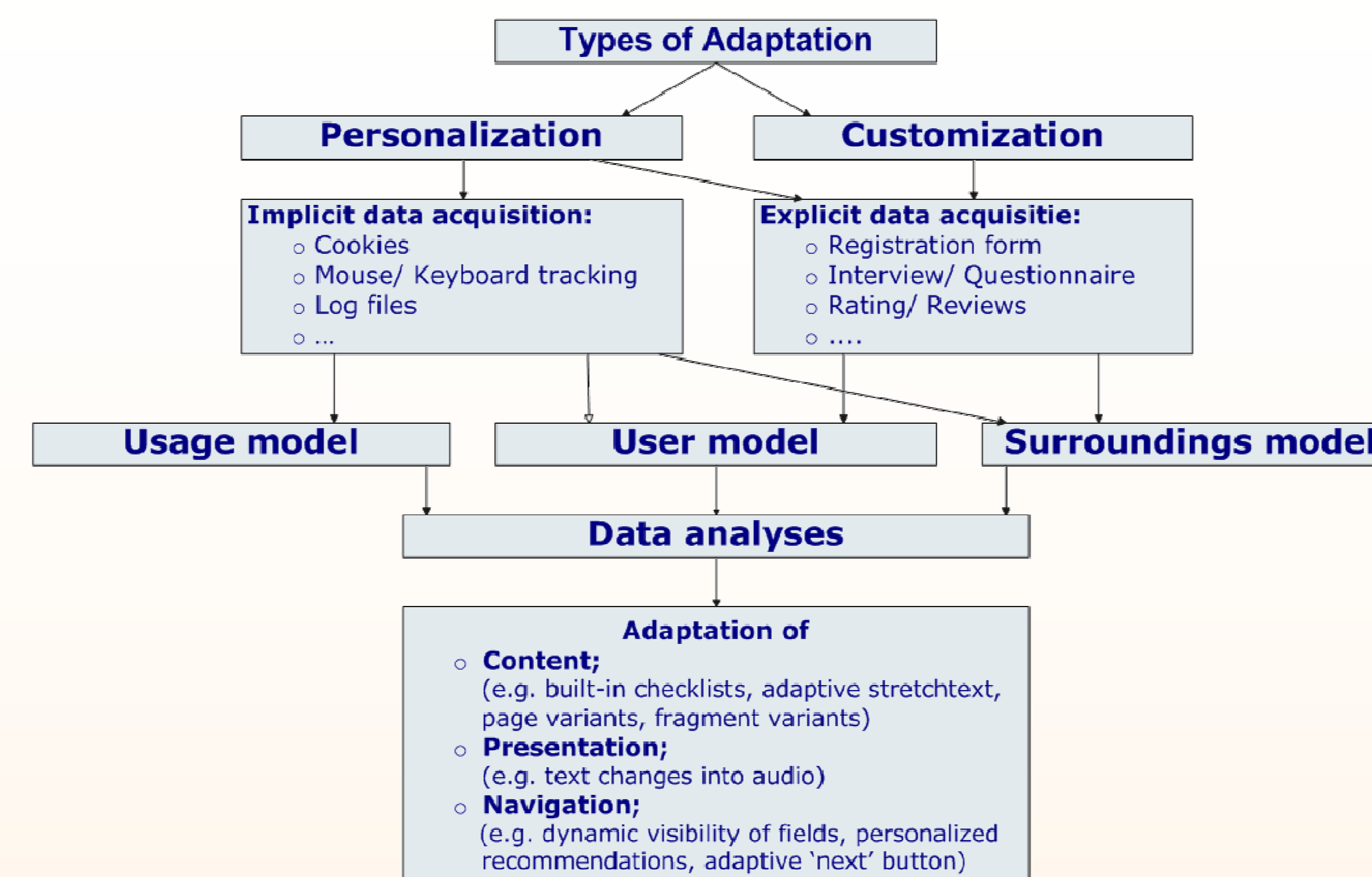
- Theory study
- Three online questionnaires; citizens, municipal employees and municipalities questionnaire.
- Explicit presentation of questions
- Use of examples based on “Announcement of change of address”
- Use of example based pictures
- (Im)personal and (in)direct approach:
 - email
 - posting
 - newsletter

Theory Study

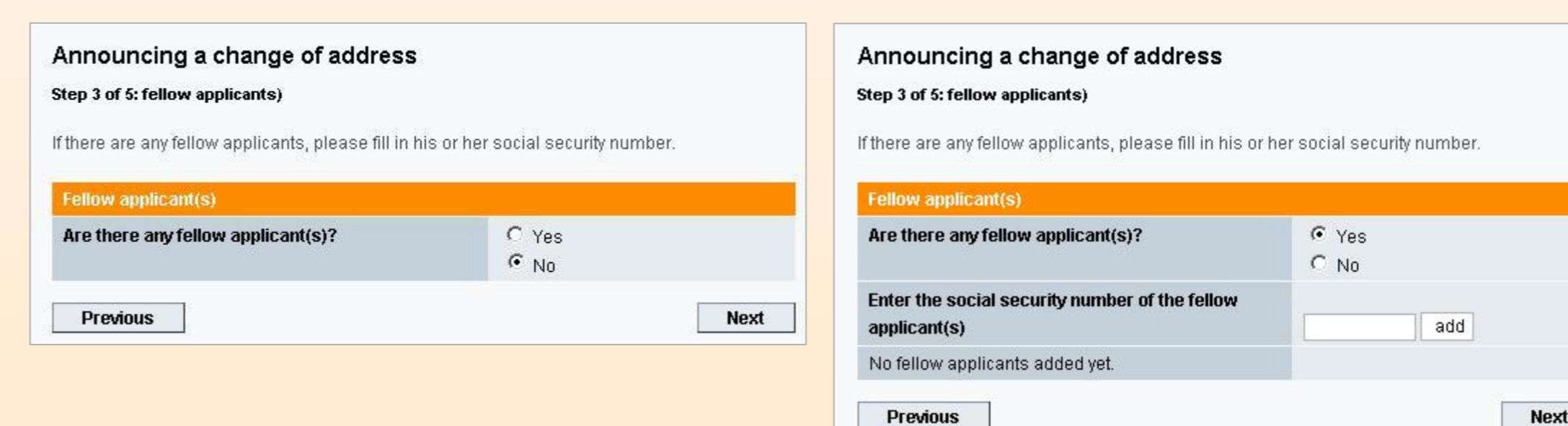
Usability problems that might outweigh the benefits:

- privacy
- experience restrictions

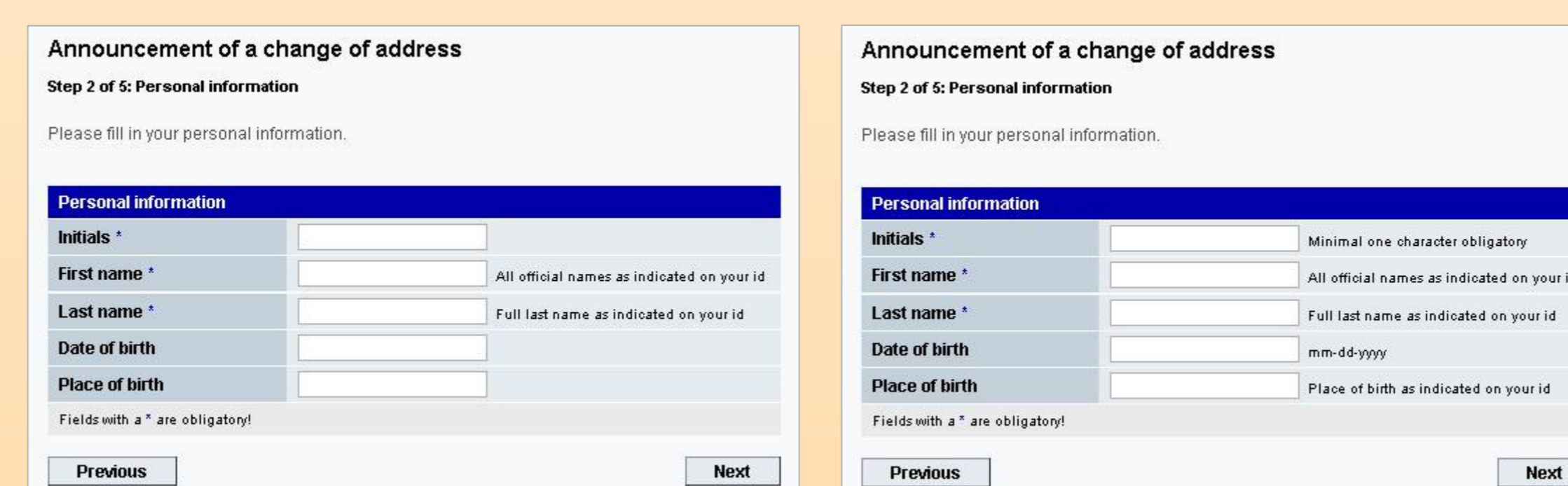
An overview of adaptation



Dynamic visibility of fields



Fragment variants



Results

- Response rate questionnaire: 69% of 78 citizens, 11% of 483 employees and 26% of 53 municipalities.
- 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 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 dynamic ‘building permit’
 - static and dynamic ‘announcement of change of address’
- Face-to-face evaluation:
 - interaction
 - comparison