INTEROPERABILITY SOLUTIONS FOR
EUROPEAN PUBLIC ADMINISTRATIONS
MONITORING AND EVALUATION

D03.03 Perceived Quality and Perceived Utility Monitoring Report

ISA Action 1.21 European Legislation Identifier (ELI)

Framework Contract n° DI/07173-00

6 March 2017

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EXECUTIVE SUMMARY

The purpose of this section is to provide an overview of the key findings of the Perceived Quality and Perceived Utility assessment of **the ISA Action 1.21 – European Legislation Identifier (ELI).** The objective of the survey is to measure the action's Perceived Quality, which is defined as the extent to which the outputs of an ISA action are meeting its direct beneficiaries' expectations[1], and Perceived Utility, which is defined as the extent to which the effects (impact) of an ISA action correspond with the needs, problems and issues to be addressed by the ISA programme[2] and the action's specific objectives.

The respondents were asked to evaluate ELI, its website, documentation (*ELI implementation methodology - Good practices and guidelines* and *ELI - A technical implementation guide*) and onsite workshops. The survey was designed in the EUSurvey tool and distributed by e-mail to 13 contacts. Over the duration of three weeks[3], eight stakeholders have responded.

Table 1 and Table 2 give an overview of the main results of the survey. The detailed score calculation process is described in section 5.3.4.

TABLE 1 – ACTION 1.21 SURVEY PERCEIVED QUALITY MAIN RESULTS

	Score	Explanation of the score scale
Usefulness Score	6.88	Average value on a scale from 1 (Not Useful at All) to 7 (Very Useful).
Value Score	4.40	Average value of all the statement means in the range from 1 (Disagree) to 5 (Agree).
User Satisfaction Score	87.64	User Satisfaction Score from 0 (none of the respondents are satisfied) to 100 (all respondents are satisfied with the work performed by the Action).
Net Promoter Score	100	Net Promoter Score from -100 (every customer is a Detractor) to 100 (every customer is a Promoter).
OVERALL PERCEIVED QUALITY SCORE	**4.71**	**The Overall Perceived Quality Score is the average value of the Usefulness Score, the Value Score, the User Satisfaction Score, and the Net Promoter Score reduced to a five-point scale in range from 1 (lowest score) to 5 (highest score).**

	Score	Explanation of the score scale

[1] DG BUDG (2004), "Evaluating EU activities, a practical guide for the Commission services"
[2] Papadomichelaki, X. and Mentzas, G. (2012), "e-GovQual: A multiple-item scale for assessing e-government service quality"
[3] The survey was launched on the 24th of October 2016 and was active until the 14th of November 2016.

Usefulness Score	6.88	Average value on a scale from 1 (Not Useful at All) to 7 (Very Useful).
Value Score	4.59	Average value of all the statement means in the range from 1 (Disagree) to 5 (Agree).
User Satisfaction Score	90.16	User Satisfaction Score from 0 (none of the respondents are satisfied) to 100 (all respondents are satisfied with the work performed by the Action).
Net Promoter Score	88	Net Promoter Score from -100 (every customer is a Detractor) to 100 (every customer is a Promoter).
OVERALL PERCEIVED UTILITY SCORE	**4.72**	**The Overall Perceived Utility Score is the average value of the Usefulness Score, the Value Score, the User Satisfaction Score, and the Net Promoter Score reduced to a five-point scale in range from 1 (lowest score) to 5 (highest score).**

TABLE 2 – ACTION 1.21 SURVEY PERCEIVED UTILITY MAIN RESULTS

Main findings:

- The survey results demonstrate that European Legislation Identifier (ELI) and its documentation and website **comply with the ISA programme's objectives, as well as the action's specific objectives**;
- The results show that respondents are satisfied with ELI and most of them find it very useful;
- Taking into account dimensions' importance and dimensions' conformity, Performance and Interoperability are the most important strengths of ELI;
- In terms of Interoperability, the majority of the respondents (7 out of 8) positively evaluated their experience with ELI (4 respondents – Excellent; 3 respondents - good);
- The majority of the respondents are likely to promote ELI;
- The completeness of the documentation and the website might need improvements.

Recommendations:

- o To improve the completeness of the documentation and website to make it more useful;
- o Respondents recommend making the ELI website registry more accessible, actively maintaining ELI, continuing national workshops and developing tools to aid the implementation of ELI and retrieval/visualisation of data;
- o To popularise ELI to those Member States that still haven't implemented it, as the results from other Member States have shown a high level of satisfaction and usefulness.

REVISION HISTORY

Date	Version	Description	Authors	Approved by
02/12/2016	0.10	Initial version	CGI - Accenture	
21/02/2017	1.00	Final version	CGI - Accenture	
06/03/2017	1.10	Final version	CGI - Accenture	

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1 INTRODUCTION

CGI-Accenture has been requested to deliver Perceived Quality and Perceived Utility Monitoring and Evaluation Reports as part of the execution of the ISA programme monitoring (Technical Annex for Specific Contract SC 333 under Framework contract n° DI/07173-00).

Based on the scope of the Specific Contract, the Perceived Quality and the Perceived Utility is to be measured for three actions. This report covers the Perceived Quality and Perceived Utility measurement of Action 1.21 – European Legislation Identifier (ELI).

This document is divided into the following sections:

- **Section 1:** provides an overview of the structure of the report;
- **Section 2:** provides an overview of the action and its objectives;
- **Section 3:** explains the methodology used to measure the Perceived Quality and Perceived Utility;
- **Section 4:** summarises the collected data;
- **Section 5:** focuses on the survey results and the data analysis:
    - The demographic profile of respondents;
    - Usefulness Score;
    - Perceived Quality and Perceived Utility measurements;
    - Action strengths, weaknesses, insignificance and complements;
    - Statements based on action objectives;
    - Respondent recommendations and main benefits;
- **Section 6:** provides the survey conclusion and recommendations;
- **Section 7:** appendix includes:
    - Raw data export;
    - Glossary.

2 OVERVIEW OF THE ACTION 1.21 - ELI

Legislation is widely available and accessible in electronic formats today. However, the way in which information is organised and classified varies in different legal systems and across Member States, a fact that tends to restrict access and reuse.

By providing a solution to uniquely identify national and European legislation online, ELI aims to guarantee easier access, exchange and reuse of legislation. Deploying this new unique identifier and structured metadata to reference and classify legislation published in official journals and legal gazettes of different legal systems will help enhance the visibility, accessibility and reusability.

ELI has been devised to construct a common basis for the semantic accessibility of legislation so that it is sufficiently standardised to provide interoperability of legislative data, whilst respecting each Member State's legislative and legal uniqueness.

Objectives of the Action:

- Assets: to develop a set of interoperability assets for ELI and thereby for the sharing of legislation data. These will include common components for identifier schemes, models for representing data, ways of serialising data and documentation;

- Implementation: to put in place the software, such as a registry and the technical support that is needed for ELI to be adopted and used;

- Adoption: to establish a peer group of experts to support Member States with designing their national ELI, sharing best practices and providing practical help and advice;

- Standards: to align ELI with existing standards and standardisation initiatives in Europe and internationally;

- Dissemination: to promote the use of ELI across the European Union and beyond, maximising the benefits of this new approach, encouraging Member States to implement an ELI for their own jurisdiction and encouraging others to embrace ELI in their own data.

Action Benefits of the Action:

- Each aspect of the ELI will be implemented on a voluntary, gradual and optional basis alongside existing identifiers;

- Better integration and efficient exchange of information, e.g. transposition of Directives;

- Effective and user-friendly access to legislation and exchange of information between heterogeneous systems;

- Better integration and efficient exchange of legal information with the EU.

3 SURVEY METHODOLOGY

A common methodology was developed by the CGI-Accenture team for all the surveys included in the Perceived Quality and Perceived Utility Monitoring and Evaluation Reports. The common methodology enables a comparison between the different action results. The first section explains how the Perceived Quality is measured and which dimensions are covered. The second section explains how the Perceived Utility is measured and which dimensions are covered. The next section gives an overview of the main survey measurements. The last section describes the architecture of the survey.

3.1 PERCEIVED QUALITY

Perceived Quality is defined as the extent to which the outputs of an ISA action are meeting its direct beneficiaries' expectations[1].

Eight dimensions are used to measure the Perceived Quality criterion. These dimensions are derived from the main objectives of the ISA programme. Perceived Quality for information is measured using the Framework for Assessing Documentation Adequacy[4] and it covers the following four dimensions:

- **Accuracy of the documentation (A)**: the freedom from mistake or error; a synonym is "correctness";

- **Completeness of the documentation (C)**: the possession of all necessary parts, elements or steps;

- **Usability of the documentation (U)**: the capability, convenience of using the document(s);

- **Expandability of the documentation (Ex)**: the ability to apply in broader/other context (for example to cross-sector, or from local to regional, national level).

Perceived quality for tools and services is measured using an adaption of the eGovQual scale model[5] which covers the following four dimensions:

- **Usability (Us):** the ease of using or user friendliness of the service/tool and the quality of information it provides;

- **Trust (Privacy) (T):** the degree to which the user believes the service/tool is safe from intrusion and protects personal information;

- **Performance (P):** the feasibility and speed of accessing, using, and receiving services of the service/tool;

- **Support (S):** the ability to get help when needed and the level of service received.

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[4] Arthur J. D, Stevens K. T (1990), "Document Quality Indicators: A Framework for Assessing Documentation Adequacy"
[5] Papadomichelaki X., Mentzas G (2012), "e-GovQual. A multiple-item scale for assessing e-government service quality"
http://imu.ntua.gr/sites/default/files/biblio/Papers/e-govqual-a-multiple-item-scale-for-assessing-e-government-service-quality.pdf

Due to the non-applicability of the Expandability of the documentation and Trust (Privacy) dimensions, they were excluded from the evaluation of Action 1.21 – European Legislation Identifier (ELI) upon the request of the Project Officer.

3.2 PERCEIVED UTILITY

Perceived Utility is defined as the extent to which the effects (impact) of an ISA action correspond with the needs, problems and issues to be addressed by the ISA programme[6] and the action's specific objectives.

Regarding the Perceived Utility measurement, several statements are derived from the objectives of the ISA programme. These statements are grouped into five dimensions which are defined as the criteria for measuring the Perceived Utility:

- **Potential Re-usability:** the degree to which the action's outcome(s) can be reused by Public Administrations (PAs);

- **Sustainability:** to what extent the financial, technical and operational sustainability of solutions is ensured[7];

- **Collaboration:** the degree to which the action promotes/facilitates collaboration/cooperation between PAs[8];

- **Interoperability:** the degree to which the action's outcome(s) support cross-border and cross-sector interaction between Public Administrations and between Public Administrations and businesses and citizens;

- **Supporting EU Policies:** the degree to which the action's outcome(s) can support implementation of EU policies and activities.

The survey statements for the dimensions listed above were developed according to:

- The ISA programme's main objectives: "To support cooperation between European Public Administrations by facilitating the efficient and effective electronic cross-border and cross-sectorial interaction between such administrations, including bodies performing public functions on their behalf, enabling the delivery of electronic public services supporting the implementation of Community policies and activities[9] and actions' specific objectives." The Perceived Utility statements were tailored to reflect these objectives and were based on the ESOMAR[10] (World Association of Opinion and Marketing Research Professionals) standards.

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[6] Papadomichelaki, X. and Mentzas, G. (2012), "e-GovQual: A multiple-item scale for assessing e-government service quality"
[7] European Commission (2013), Interim evaluation of the ISA programme, "Report from the Commission to the European Parliament and Council COM (2013) 5 final".
[8] CRN (2015), Collaboration http://research.crn.com/technology/knowledge_management/collaboration
[9] Decision No 922/2009/EC of the European Parliament and of the Council of 16 September 2009 on interoperability solutions for European Public Administrations (ISA) (2009)
[10] ESOMAR, edited by Hamersveld. M., Bont C. (2007), Market Research, Handbook, 5th Edition

The developed Perceived Utility dimensions enable the comparison between different actions and will also provide the opportunity to see if the ISA programme objectives have been met (from the user point of view).

3.3 SURVEY MEASUREMENTS

In the data analysis, the core types of measurements which are performed include the Value Score, the User Satisfaction Score, the Net Promoter Score and the Overall Score for Perceived Quality and Perceived Utility. The survey measurements are divided into two groups: action level measurements and Perceived Quality and Perceived Utility level measurements.

Action level measurements:

- The Usefulness Score indicates the respondents' evaluation of how useful the action is. The Usefulness Score is calculated taking into account the mean value from a single question: *"How useful overall is ELI in your work?"*

- Action strengths, weaknesses, insignificance and complements: statements are located in quadrants based on the calculated mean values of the dimensions' conformity and dimensions' importance. The quadrants highlight the weak and strong aspects of the action, as well as insignificance and complements.

- Statements based on action objectives show the respondents' evaluation to what extent the action's objectives have been achieved.

Perceived Quality and Perceived Utility level measurements:

- The Value Score shows the action's compliance to the dimensions defined above (see sections 3.1 and 3.2). Two aspects are considered for each dimension. On one side, the importance of the dimension for the users is assessed. On the other side we measure if the action is compliant with the dimension. This section includes statement mapping to dimensions, dimensions' conformity results, criterion score and aggregation.

- The User Satisfaction Score shows how satisfied the respondents are with the action. The User Satisfaction Score is assessed with reference to the results of the dimensions' importance and dimensions' conformity evaluation. The User Satisfaction Score is measured at the individual level for each of the survey respondents via the identification of the important dimensions for that particular respondent.

- The Net Promoter Score® (NPS) is a widely used management tool that helps evaluate the loyalty of a customer relationship. In order to evaluate the NPS, the question *"How likely the respondent would recommend the particular action's output to others"* is asked.

- The Overall Score is used to get a single score that describes the overall Perceived Quality and Perceived Utility of the action. In order to determine the Overall Score, the average value of the Usefulness Score, the Value Score, the User Satisfaction Score and the Net Promoter Score is calculated. To calculate the Overall Score, all measurements are reduced to a five-point scale.

3.4 SURVEY ARCHITECTURE

The survey is divided into several sections which are outlined below:

- The demographic profile: for the purpose of identifying the respondents' demographic profile, respondents are asked to answer several questions. The demographic profile illustrates the diversity of the respondents who have participated in the survey.

- The action's Usefulness: for the measurement of the action's Usefulness, the respondents are asked to evaluate a single question using a 7-point Likert grading scale[11].

- The Perceived Quality and Perceived Utility Measurement: in order to measure the Perceived Quality and Perceived Utility, the respondents are asked to grade dimensions and statements based on their level of importance and agreement using a 5-point Likert grading scale[11]. Responses to these questions are used to determine the Value Score, action strengths, weaknesses, insignificance and complements and the User Satisfaction Score.

- The Net Promoter Score: there is a single question that measures the Net Promoter Score. By answering this question, the respondents indicate their likelihood of recommending the action's outputs to colleagues or other PAs.

- Action strengths, weaknesses, insignificance and complements show the location of the action statements based on dimensions' conformity and dimensions' importance results.

- Statements based on action objectives: in order to evaluate the extent to which these objectives conform to the action, the respondents are asked to grade statements based on their level of agreement using a 5-point Likert grading scale[11].

- The recommendations: the last section includes several open questions for recommendations and opinions regarding the action and the survey.

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[11] A Likert Scale is a widely used scaling method developed by Rensis Likert. Likert scale refers to the use of an ordinal 4- or 5-point rating scale with each point anchored or labeled.

4 SURVEY DATA SUMMARY

This section aims to provide detailed information about the data gathering fieldwork. Table 3 gives an overview of the survey start and end dates, the number of respondents the survey was proposed to, the amount of responses collected, as well as the survey launching method.

TABLE 3 – ACTION 1.21 SURVEY TECHNICAL INFORMATION ABOUT THE FIELDWORK

Start date:	24/10/2016
End date:	14/11/2016
The survey launch method:	E-mail notification
Reminders:	E-mail reminders sent out on 07/11/2016
Target population:	13 contacts via e-mail
Total number of respondents:	8
Number of suitable respondents for the survey:	8

5 SURVEY RESULTS AND ANALYSIS

This section aims to provide the detailed survey analysis and to present the results.

5.1 DEMOGRAPHIC PROFILE OF RESPONDENTS

The respondents' demographic profile illustrates the diversity of the respondents from the demographic point of view, thus ensuring that the opinions of different groups are included.

TABLE 4 – ACTION 1.21 DEMOGRAPHIC PROFILE OF RESPONDENTS

RESPONDENT PROFILE		Amount	Col %
ALL SUITABLE RESPONDENTS		8	100.0
ORGANISATION	EU Public administration at national level	6	75.0
	Private or public sector	1	12.5
	Non-governmental or non-profit organisation	1	12.5
LOCATION	Denmark	1	12.5
	France	2	25.0
	Ireland	1	12.5
	Italy	1	12.5
	Luxembourg	1	12.5
	Norway	1	12.5
	United Kingdom	1	12.5

Base: all respondents, n=8

5.2 USEFULNESS SCORE

The usefulness was measured for ELI overall, as well as separately for its website, documentation (*ELI implementation methodology - Good practices and guidelines* and *ELI - A technical implementation guide*) and onsite workshops. However, the Usefulness Score is calculated only taking into account the evaluation of ELI overall as the other outputs are for implementation and introductory purposes only.

The survey respondent is asked to provide his/her opinion using the 7-point Likert grading scale. For the evaluation of Usefulness, a grading scale is used with values ranging from "Very Useful" to "Not Useful at All". An additional "Hard to Say" option is provided; however, this score is excluded from the score calculations. Before performing the survey data calculations, the 7-point Likert scale values are interpreted as numeric values:

- 7 – Very Useful;
- 6 – Useful;
- 5 – Rather Useful;
- 4 – Neither Useful nor Not Useful;
- 3 – Rather Not Useful;
- 2 – Not Useful;
- 1 – Not Useful at All;
- 0 – Hard to Say (*is not considered for the calculation).*

In order to have an overview of the positive ('Rather Useful', 'Useful' and 'Very Useful') attitude proportion, the bars in pink and red represent the positive attitude. None of the respondents provided negative responses. In addition, a 'Hard to Say' answer (the bar in grey) is presented separately on the right. An explanatory legend with colour codes represents the data which is available. The average mean value is presented on the right side of the figure.

FIGURE 1 – ACTION 1.21 USEFULNESS SCORE
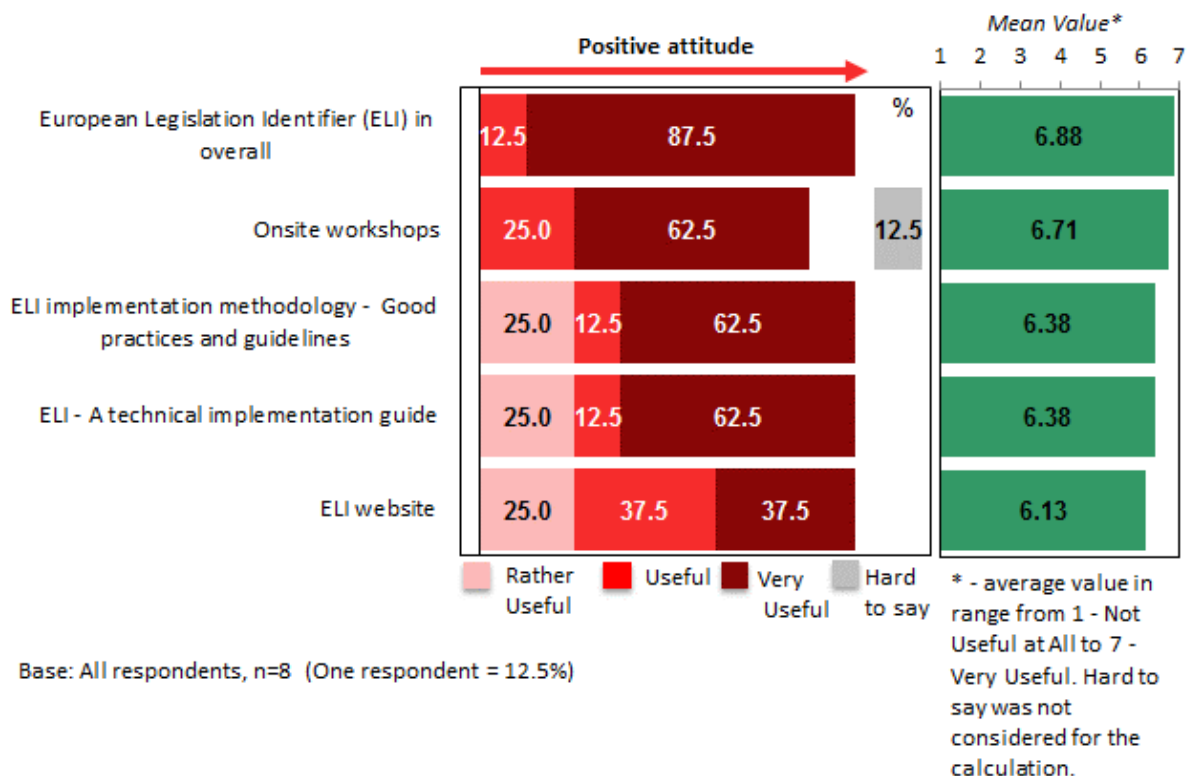
The survey results show that ELI overall has been evaluated as highly useful. Seven out of eight respondents have chosen the most positive answer 'Very Useful'. ELI overall and all of the outputs separately have received a mean value between 6 – 'Useful' and 7 – 'Very Useful'. None of the respondents have provided a negative evaluation regarding ELI and its specific outputs.

The ELI website is the only output that has received a slightly less positive assessment from the respondents, as it is the only output which was evaluated as ''Very Useful' by less than half of the respondents; however, the evaluation is still positive.

The respondents were asked to specify why they chose the exact answer for the usefulness of ELI overall. Four out of eight respondents have provided an explanation:

- 'Very useful for persistent and consistent identification of Legislation / very useful for common description of Legislation';
- 'Links between legal data';
- 'Common standard for EU legislation publishers, tools and support for implementation and development';
- 'Useful for harmonization, preparing for future services cross Europe'.

5.3 PERCEIVED QUALITY AND PERCEIVED UTILITY MEASUREMENTS

This section aims to provide a detailed Perceived Quality and Perceived Utility measurement analysis and to present the results.

5.3.1 Value Score

This section includes the analysis and results of Perceived Quality and Perceived Utility Value Scores. It is structured into two main sections: the dimensions' importance and dimensions' conformity via statements.

5.3.1.1 DIMENSIONS IMPORTANCE

Prior to the evaluation of the dimensions' conformity to the outputs of the action, it is essential to initially ascertain whether these dimensions are important to the respondents while working with the action. If a specific dimension is important to the respondents, then it is essential that its conformity assessment is positive. However, if a dimension is not important to the respondents, then it should not be considered as the action's weakness because of non-compliance with the outputs of the action.

Six Perceived Quality dimensions (Usability, Performance, Support, Accuracy of the documentation, Completeness of the documentation and Usability of the documentation) and five Perceived Utility dimensions (Potential Re-usability, Sustainability, Collaboration, Interoperability and Supporting EU Policies) are evaluated in the survey. This section describes the respondents' answers regarding the importance of the dimensions.

Each respondent is requested to provide his/her opinion using the 5-point Likert grading scale. For the dimensions' importance evaluation, a grading scale with values ranging from 'Important' to 'Not important' is used. An additional 'Hard to Say/Not Applicable' option is provided, however this choice is excluded from the score calculations. Before performing the survey data calculations, the 5-point Likert scale values are interpreted as numeric values:

- 5 – Important;
- 4 – Rather Important;
- 3 – Neither Important nor Unimportant;
- 2 – Rather not Important;
- 1 – Not Important;
- 0 – Hard to Say/Not Applicable *(is not considered for the calculation).*

In order to have an overview of the positive and negative attitude proportions, the bars in blue represent the negative attitude (answers 'Not Important' and 'Rather not Important'), whereas the bars in pink/red represent the positive attitude (answers 'Rather important' and 'Important'). In addition, a neutral opinion (the bars in white) and a 'Hard to say' answer (the bar in grey) are presented separately on the right. An explanatory legend with colour codes represents the available data. The average mean value for each of the dimensions is presented on the right side of the figure.

FIGURE 2 – ACTION 1.21 PERCEIVED QUALITY DIMENSIONS IMPORTANCE RESULTS

"How important are the factors below to you when using the ELI and its documentation?"
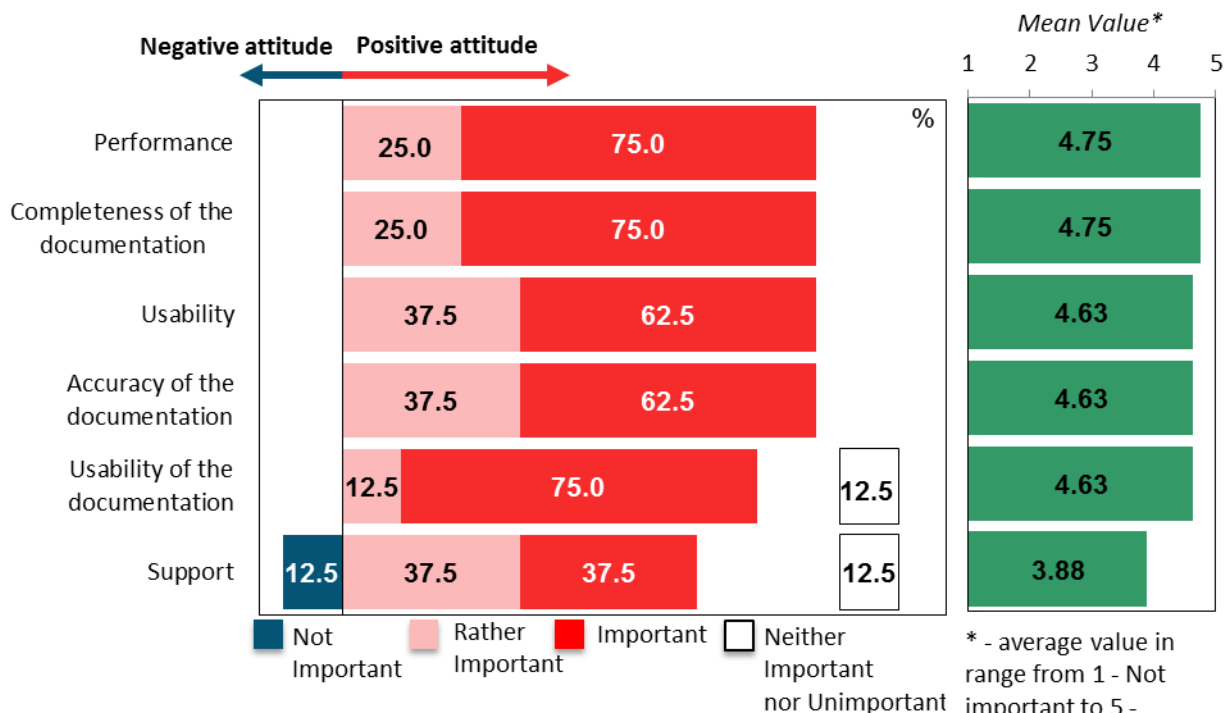
The survey results indicate that five out of six Perceived Quality dimensions (Performance, Completeness of the documentation, Usability, Accuracy of the documentation and Usability of the documentation) are very important to the respondents and are evaluated with a mean value between 4 – 'Rather Important' and 5 – 'Important'. Only the Support dimension is evaluated as less important – one of the respondents considers it as 'Not Important' and less than half of the respondents find it as 'Important'.

Respondents were also asked to evaluate the importance of Expandability of the ELI as a service separately from the Perceived Quality dimensions. From the methodology perspective Expandability is measured for the documentation, however, in the case of ELI it was measured for the service provided. Thus respondents were asked to answer a single question using the same scale previously used to evaluate the dimensions.

FIGURE 3 – ACTION 1.21 IMPORTANCE OF THE EXPANDABILITY

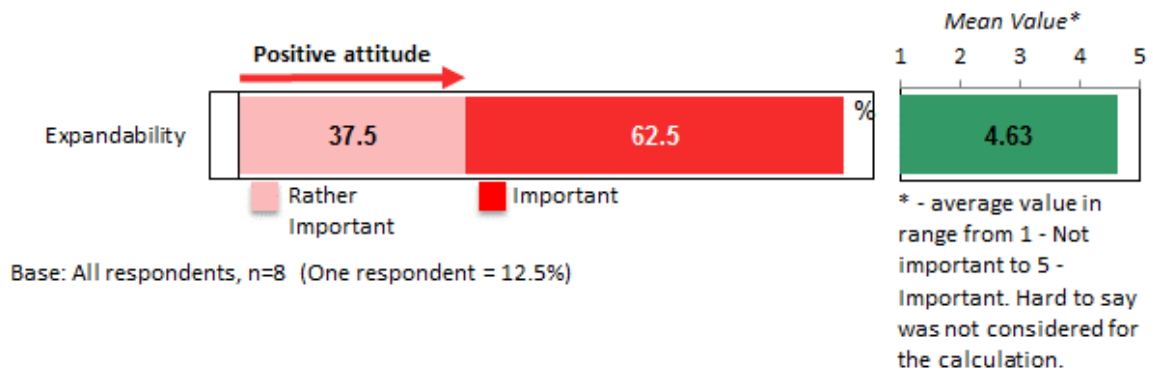*"Thinking about ELI, how important is its expandability?"*

Figure 3 shows that respondents think that Expandability of ELI is 'Rather *Important*' (three respondents) or *'Important'* (five respondents). The mean value is between 4 – 'Rather Important' and 5 – 'Important'.

FIGURE 4 – ACTION 1.21 PERCEIVED UTILITY DIMENSIONS IMPORTANCE RESULTS

"How important are the factors below to you when using the ELI and its documentation?"
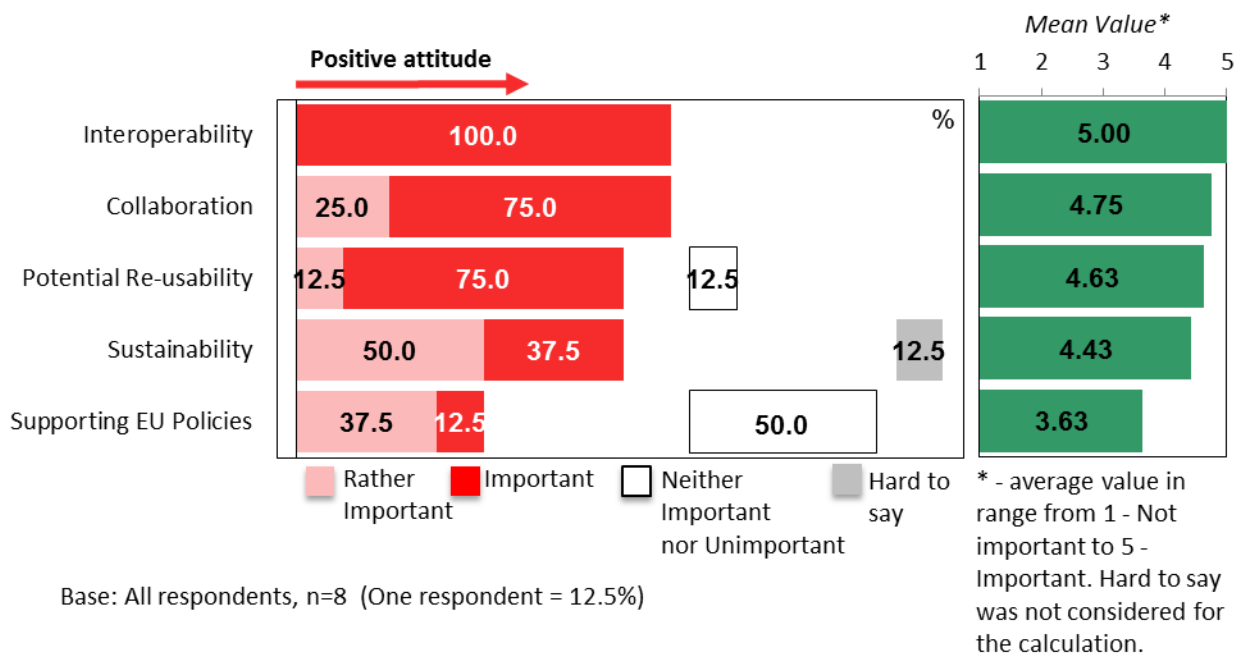
Four out of five Perceived Utility dimensions (Interoperability, Collaboration, Potential Re-Usability and Sustainability) have been evaluated as 'Important' as their mean values are between 4 – 'Rather Important' and 5 – 'Important'. The Interoperability dimension has received the highest mean value possible as all of the respondents consider it as important. Only the Supporting EU Policies dimension is less important to the respondents, with a mean value between 3 – 'Neither Important nor Unimportant' and 4 – 'Rather Important'.

Interoperability is a key factor to ELI as its main objective is to provide a solution that guarantees easier access, exchange and reuse of legislation. Thus an additional question was asked to the respondents to assess their experience in terms of interoperability while using ELI.

FIGURE 5 – ACTION 1.21 INTEROPERABILITY ASSESSMENT WHILE USING ELI

Hard to say
12.5%

Excellent
50.0%

Good
37.5%
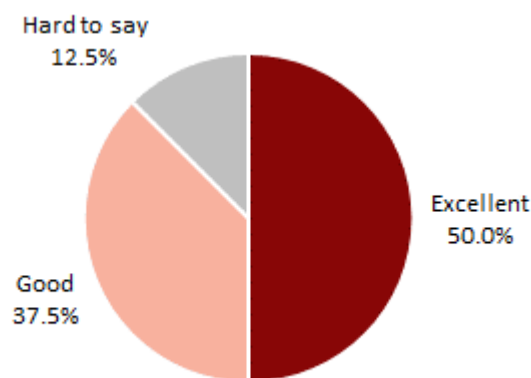
Base: All respondents, n=8 (One respondent = 12.5%)

"In terms of interoperability, how do you rate your experience while using ELI?"

Figure 5 shows that in terms of interoperability while using ELI, half of the respondents rate their experience as 'Excellent', while three respondents as 'Good'. None of the respondents provided a negative answer, while for one respondent it was 'Hard to say'.

5.3.1.2   DIMENSIONS CONFORMITY

In order to measure the Perceived Quality dimensions' conformity to the action, a set of descriptive statements was developed for each dimension. By evaluating the statement conformity to the action, the extent to which the dimensions correspond to the ISA programme's objectives is measured.

This section provides an analysis of the statements. It starts with statement mapping to dimensions, which is followed by the analysis of the Perceived Quality and Perceived Utility dimension conformity statements. Finally, the last section provides an overview of the statement conformity scores, which are summarised in groups according to the dimensions.

5.3.1.2.1   STATEMENT MAPPING TO DIMENSIONS

In total, Action 1.21 has eleven Perceived Quality and Perceived Utility statements regarding the dimensions' conformity. Table 5 gives an overview of the statements representing each dimension. The Potential Re-usability and the Sustainability dimensions are represented by three statements each. The Usability, the

Performance, the Accuracy of the documentation, the Completeness of documentation and the Usability of the documentation dimensions are represented by two statements each, while the Support and the Collaboration dimensions are represented by one statement each.

TABLE 5 – ACTION 1.21 STATEMENT MAPPING TO DIMENSIONS

	Perceived Quality Statements	Dimension
1	ELI implementation is easy to conduct	Usability
2	ELI implementation is customisable to individual users' needs	Usability
3	ELI delivers the desired outcome	Performance
4	ELI performs as expected	Performance
5	Onsite workshops are useful to solve your problems	Support
6	The documentation is accurate	Accuracy of the documentation
7	The documentation is free from grammar/style errors	Accuracy of the documentation
8	The documentation is complete and does not require additions	Completeness of the documentation
9	The website is useful and complete	Completeness of the documentation
10	The guidelines are easy to understand	Usability of the documentation
11	The structure of the documentation is clear and the systematic design remains consistent	Usability of the documentation
	Perceived Utility Statements	Dimension
1	Overall, the results of the action activities help save costs	Potential Re-usability
2	Overall, the results of the action's activities help save time	Potential Re-usability
3	Overall, the service/tool supports effective reuse of tools/services/documentation	Potential Re-usability
4	ELI is planned to be used in the future	Sustainability
5	The service/tool/documentation provide sustainable solutions that will also be relevant in future	Sustainability
6	The implementation of ELI facilitates the smart reuse of data and creation of new services by the private sector	Sustainability
7	The website helps successfully cooperate with other public administrations/departments	Collaboration
8	Overall, the service/tool/documentation supports effective electronic cross-border and cross sector interaction	Interoperability
9	The implementation of ELI facilitates interoperability and thus supports cooperation at national and EU level	Interoperability
10	The service/tool/documentation supports the implementation of European community policies and activities	Supporting EU Policies
11	The implementation of ELI guarantees easier access to legislation and contributes to more transparency and openness.	Supporting EU Policies

5.3.1.2.2 DIMENSIONS CONFORMITY RESULTS

For the purpose of describing dimensions' conformity to the action, eleven Perceived Quality and Perceived Utility statements were designed for the survey. The respondents are asked to evaluate the extent to which these statements conform to this particular action.

Each respondent is requested to provide his/her opinion using the 5-point Likert grading scale. For the dimensions' conformity evaluation, a grading scale with values ranging from 'Agree' to 'Disagree' is applied. An additional 'Hard to Say/Not Applicable' option is provided; however, this score is excluded from the score calculations. Before performing the survey data calculations, the 5-point Likert scale values are interpreted as numeric values:

- 5 – Agree;
- 4 – Rather Agree;
- 3 – Neither Agree nor Disagree;
- 2 – Rather Disagree;
- 1 – Disagree;
- 0 – Hard to Say/Not Applicable *(is not considered for the calculation).*

In order to have an overview of the positive and negative attitude proportions, the bar in blue represents the negative attitude (answers 'Disagree' and 'Rather Disagree'), whereas the bars in pink/red represent the positive attitude (answers 'Agree' and 'Rather Agree'). In addition, a neutral opinion (the bars in white) and the answer 'Hard to say' (the bars in grey) are presented separately on the right. An explanatory legend with colour codes represents the available data. The average mean value for each of the dimensions is presented on the right side of the figure.

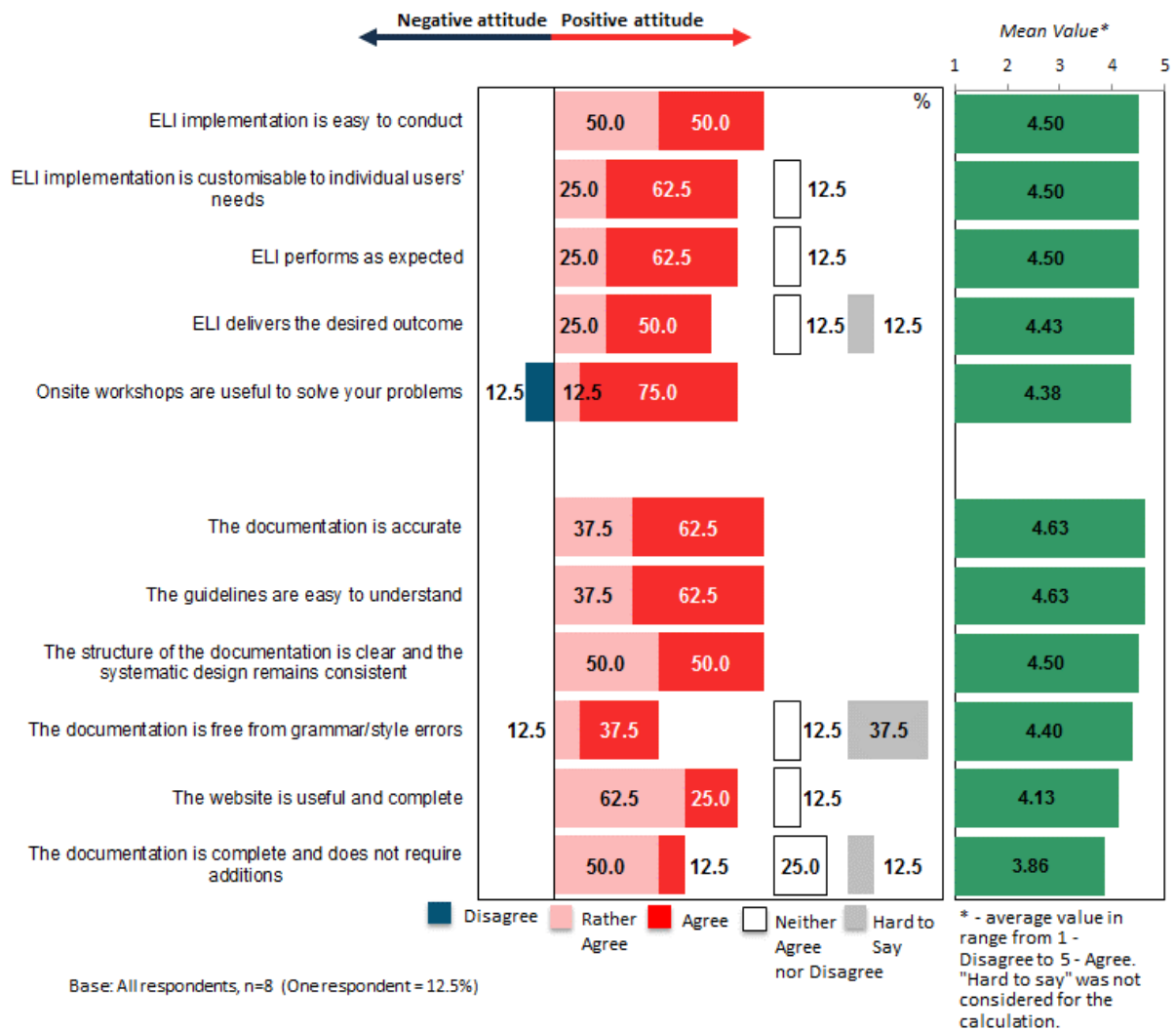**FIGURE 6 – ACTION 1.21 PERCEIVED QUALITY DIMENSIONS CONFORMITY RESULTS**

Figure 6 shows that all of the statements regarding ELI and its service and the onsite workshops are relevant to most of the respondents as their mean values range between **4.38** to **4.50** (between values 4 – 'Rather Agree' and 5 – 'Agree'). The results indicate that ELI in general is working as expected – it provides the desired outcomes and its implementation is easy and customised to individual needs. Also, the workshops have been useful to problem solving to all but one respondent.

Regarding the documentation and the website, ELI has been evaluated as relevant in five out of six statements, while one statement was only slightly relevant as the mean value of **3.86** is under the value 4 – 'Rather Agree', but higher than 3 – 'Neither Agree nor Disagree'. Based on the respondents' evaluation, the website and the documentation could be improved to make it more complete and useful.
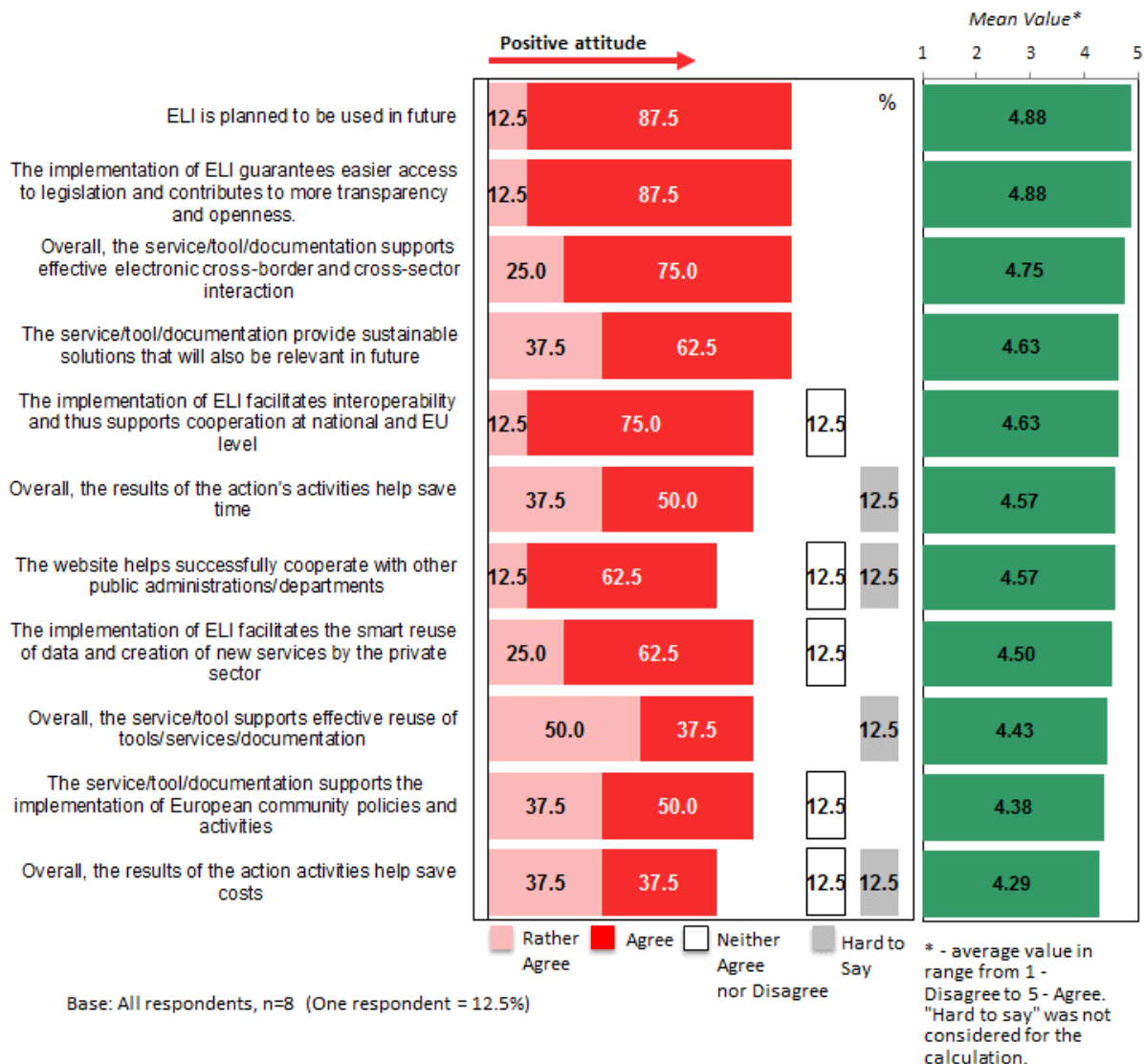
FIGURE 7 – ACTION 1.21 PERCEIVED UTILITY DIMENSIONS CONFORMITY RESULTS

Figure 7 indicates that all Perceived Utility statements are evaluated as relevant to ELI. The average value is higher than the positive value 4 – 'Rather Agree'. The results indicate that ELI will most definitely be used in the future as it guarantees easier access to legislation and contributes to more transparency. In addition, ELI supports effective cross-border and cross-sector interaction. The lowest mean values are based on the respondents not being so sure compared to other statements which were evaluated with positive attitude only ('Rather Agree' and 'Agree').

Table 6 and Table 7 provide an overview of the statement conformity scores, which are summarised per dimension. To calculate these scores, the average values of all the conformable dimension statements are taken into account.

The additional statistical calculations[12] - mode, standard deviation and standard error are excluded from the data analysis due to a low number of respondents. With reference to the theory used in business research methods,[13] it is concluded that for statistically meaningful calculations the minimum respondent number should be equal to or greater than ten per statement, thus they are not calculated for the Perceived Quality and Perceived Utility statements.

TABLE 6 – ACTION 1.21 AVERAGE RATING PER PERCEIVED QUALITY DIMENSION

	Dimension	MEAN
Per dimension	Usability of the documentation	4.57
	Accuracy of the documentation	4.54
	Usability	4.50
	Performance	4.47
	Support	4.38
	Completeness of the documentation	4.00
Total Criterion Score		**4.41**

The survey results show that five out of the six Perceived Quality dimensions (Usability of the documentation, Accuracy of the documentation, Usability, Performance and Support) are evaluated as almost equally relevant to ELI as their mean values fall within the range of the standard error. Only the Completeness of the documentation dimension has a lower mean value (**4.00**), meaning that there is room for improvement.

TABLE 7 – ACTION 1.21 AVERAGE RATING PER PERCEIVED UTILITY DIMENSION

	Dimension	MEAN
Per dimension	Interoperability	4.69
	Sustainability	4.67
	Supporting EU Policies	4.63
	Collaboration	4.58
	Potential Re-usability	4.43
Total Criterion Score		**4.60**

The survey results show that all five Perceived Utility dimensions (Interoperability, Sustainability, Supporting EU Policies, Collaboration and Potential Re-usability) are evaluated as almost equally relevant to ELI as their mean values fall within the range of the standard error.

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[12] Dictionary of statistics & methodology: a nontechnical guide for the social sciences (page 226).
[13] Cooper D. R., Schindler P. S. (2013), Business Research Methods, 12th Edition

5.3.1.2.3 CRITERION SCORE AGGREGATION

Figure 8 and Figure 9 provide a visual overview of the dimension conformity scores.

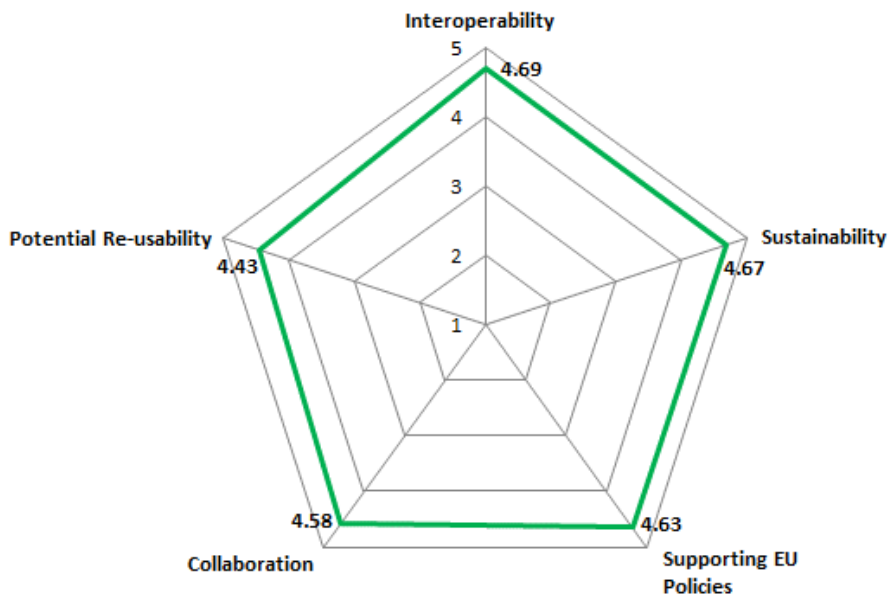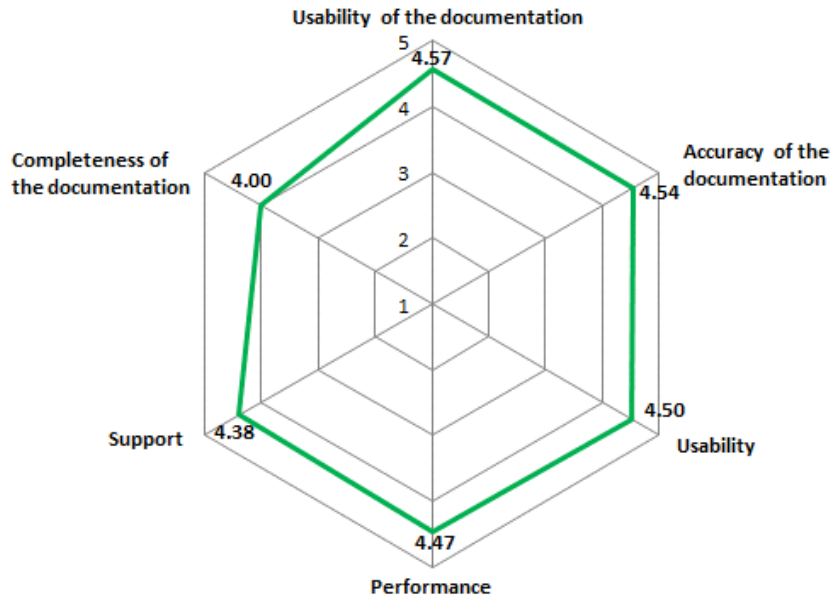**FIGURE 8 – ACTION 1.21 PERCEIVED QUALITY CRITERION SCORE AGGREGATION**

FIGURE 9 – ACTION 1.21 PERCEIVED UTILITY CRITERION SCORE AGGREGATION

5.3.2   User Satisfaction Score

The User Satisfaction Score shows how satisfied and happy the respondents are with the performance of a specific action. The User Satisfaction Score is expressed as a percentage from 0 to 100, where 0 signifies that there are no satisfied and happy respondents, whereas 100 signifies all respondents are satisfied and happy with the work performed by the action.

The User Satisfaction Score is assessed with reference to the results of the dimensions' importance and dimensions' conformity evaluation. The User Satisfaction Score is measured at the individual level for each of the survey respondents via identification of the important dimensions for that particular respondent.

To increase the accuracy of the calculation, a specific weight coefficient is applied to the dimensions. To those dimensions which were evaluated as "Important", a weight coefficient of 1 was applied, while a coefficient of 0.5 was applied to the dimensions which were evaluated as "Rather Important". A coefficient of 0 is applied to all the other dimensions. Finally, all the individual values are summed.

As the next step, an analysis of the statements which represent these identified dimensions is performed. If a respondent claimed that a particular statement fully corresponded to the specific dimension (value 5 – 'Agree'), then a coefficient of 100 (100% eligibility) is assigned. If evaluated with 4 – 'Rather Agree', a coefficient of 75 applies, if evaluated with 3 – 'Neither Agree nor Disagree', a coefficient of 50 applies, if evaluated with 2 – 'Rather Disagree', a coefficient of 25 applies, and in the case it was evaluated with 1 – 'Disagree', the coefficient is 0.

FIGURE 10 – ACTION 1.21 PERCEIVED QUALITY USER SATISFACTION SCORE

Figure 10 shows that the User Satisfaction Score is **87.64**. The result indicates a high level of respondent satisfaction with the Perceived Quality of ELI, meaning that those Perceived Quality dimensions that are important to respondents are also relevant to ELI.

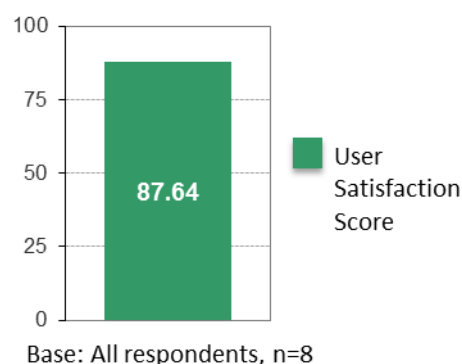Base: All respondents, n=8

FIGURE 11 – ACTION 1.21 PERCEIVED UTILITY USER SATISFACTION SCORE

Figure 11 shows that the User Satisfaction Score is **90.16**. The result indicates a high level of respondent satisfaction with the Perceived Utility of ELI, meaning that those Perceived Utility dimensions that are important to respondents are also relevant to ELI.

Base: All respondents, n=8
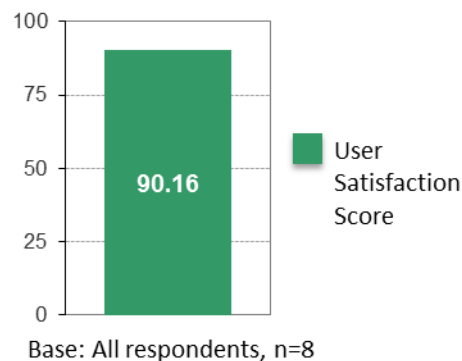
5.3.3 Perceived Quality Net Promoter Score

The Net Promoter Score® (NPS) is a widely used management tool that helps evaluate the loyalty of a customer relationship[14]. This management tool has been adapted to suit the ISA programme's Evaluation and Monitoring activities and measures the overall respondents'/stakeholders' experience and loyalty to a specific ISA action.

In order to evaluate the NPS, the question "how likely the respondent would recommend the particular action's output to others" is asked. The assessment is done on a scale from 0 to 10, where 0 represents the answer "Not likely at all" and 10 – "Extremely likely"[15]. After the data analysis, the respondents are classified as follows:

- **Promoters** (numeric values from 9 - 10) - loyal users who will keep using the action's final outcome and refer others, promoting the usage of the action's outcomes;
- **Passives** (numeric values from 7 - 8) - satisfied but unenthusiastic users who will most probably not recommend the action's outcomes to others;
- **Detractors** (numeric values from 0 - 6) - unhappy users who can damage the image and decrease the usage of the action's outcomes.

The NPS final score calculation is done based on the following formula:

> **NPS = % of Promoters - % of Detractors[15]**

The result can range from a low of -100 (every customer is a Detractor) to a high of +100 (every customer is a Promoter).

FIGURE 12 – ACTION 1.21 PERCEIVED QUALITY NET PROMOTER SCORE

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[14] Official webpage of Net Promoter Score ® community http://www.netpromoter.com/home.
[15] Markey, R. and Reichheld, F. (2011), "The Ultimate Question 2.0: How Net Promoter Companies Thrive in a Customer-Driven World"

Base: All respondents, n=8
One respondent = 12.5%

Base: All respondents, n=8
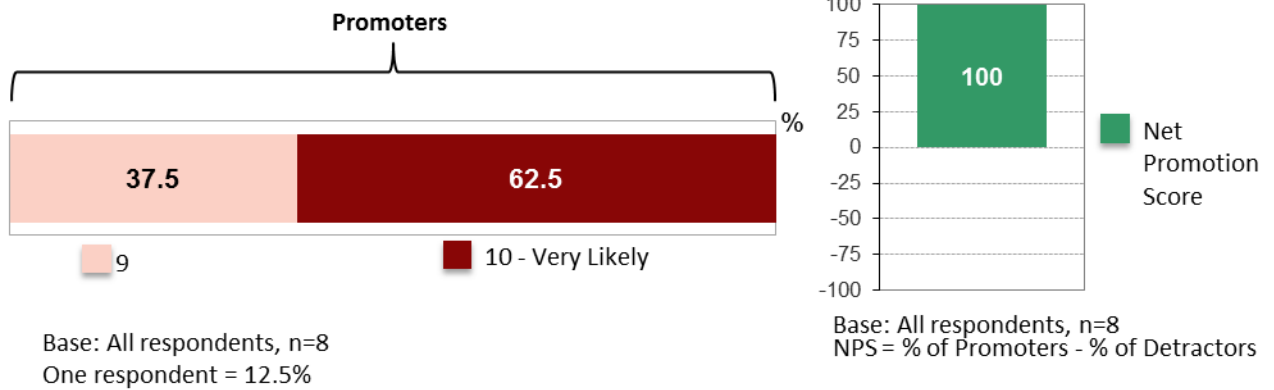NPS = % of Promoters - % of Detractors

Figure 12 shows that all of the respondents would promote ELI for its Perceived Quality. Considering the Perceived Quality, it is very likely that all of them would recommend it to colleagues or other PAs. The Net Promoter Score value is calculated as the percentage difference between Promoters and Detractors. The NPS is **100** (NPS is expressed in whole numbers). This indicator can be assessed as excellent, as there are no Detractors or Passive Users.

FIGURE 13 – ACTION 1.21 PERCEIVED UTILITY NET PROMOTER SCORE

Base: All respondents, n=8
One respondent = 12.5%

Base: All respondents, n=8
NPS = % of Promoters - % of Detractors
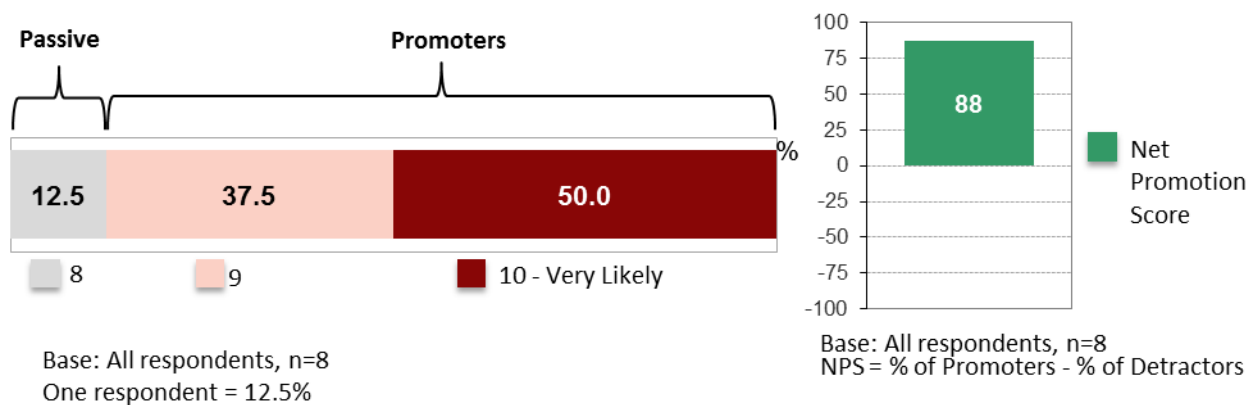
Regarding the Perceived Utility, Figure 13 shows that all but one of the respondents are Promoters of ELI. Considering the Perceived Utility, it is very likely that all of them, but one, would recommend it to colleagues or other PAs. The Net Promoter Score value is calculated as the percentage difference between Promoters and Detractors. The NPS is **88** (NPS is expressed in whole numbers). This indicator can be assessed as very good due to no respondents being Detractors and only one respondent being a Passive user.

5.3.4   Overall Score

Referring to the performed measurements described earlier, namely the Usefulness Score, the Value Score, the User Satisfaction Score and the NPS, an Overall Perceived Quality and Perceived Utility Score are calculated.

To calculate the Overall Perceived Utility Score, all measurements are reduced to a five-point scale (the statements used to calculate the Value Score are already expressed using a scale from 1 to 5, the Usefulness Score had values from 1 to 7, NPS - from -100 to +100, and the User Satisfaction Score - from 0 to 100). In order to determine the Overall Perceived Utility score, the average value of these four measurements is calculated. To reduce any linear scale to a different linear scale the following formula[16] is used:

$$Y = (B - A) * (x - a) / (b - a) + A$$

- Y = Value after reducing to a five point scale

- x = Value in the initial scale

- B = The highest value of the new scale (in this case it is 5, as we are reducing other scales to a five-point scale)

- A = The lowest value of the new scale (in this case it is 1, as we are reducing other scales to a five-point scale)

- b = The highest value of the original scale (for Net Promoter Score and User Satisfaction Score it is + 100, for Usefulness Score it is 7)

- a = The lowest value of the original scale (for the Net Promoter Score it is 100, for the User Satisfaction Score it is 0 and for the Usefulness Score it is 1)

Example of reducing Net Promoter Score to a five-point scale:

*(5-1) * ((100) - (-100)) / (100 - (-100)) + 1 = 4 * 200/ 200 +1 = 800 / 200 + 1 = 4.00 + 1 = 5.00*

TABLE 8 – ACTION 1.21 OVERALL PERCEIVED QUALITY SCORE CALCULATION

NAME OF THE SCORE	ORIGINAL VALUE	VALUE AFTER REDUCING TO A FIVE POINT SCALE
Usefulness Score	6.88	4.92
Value Score	4.40	4.40
User Satisfaction Score	87.64	4.51
Net Promoter Score	100	5.00
OVERALL PERCEIVED QUALITY SCORE		**4.71**

The survey results show that, on a 5-point scale, the Net Promoter Score (**5.00**) and the Usefulness Score (**4.92**) have the highest values, which indicates that ELI is useful and that the respondents would recommend ELI to colleagues or other PAs. The User Satisfaction Score (**4.51**) and the Value Score (**4.40**) both have a high score as well, indicating that the respondents are satisfied with ELI.

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[16] *Transforming different Likert scales to a common scale*. IBM. Retrieved February 04. 2016., from http://www-01.ibm.com/support/docview.wss?uid=swg21482329

NAME OF THE SCORE	ORIGINAL VALUE	VALUE AFTER REDUCING TO A FIVE POINT SCALE
Usefulness Score	6.88	4.92
Value Score	4.59	4.59
User Satisfaction Score	90.16	4.61
Net Promoter Score	88	4.76
OVERALL PERCEIVED UTILITY SCORE		4.72

The survey results show that, on a 5-point scale, the Usefulness Score (**4.92**) and the Net Promoter Score (**4.76**) have the highest values, which indicates that ELI is useful and that the respondents would recommend ELI to colleagues or other PAs. The User Satisfaction Score (**4.61**) and the Value Score (**4.59**) both have a high score as well, indicating that the respondents are satisfied with ELI.

5.4 ACTION STRENGTHS, WEAKNESSES, INSIGNIFICANCE AND COMPLEMENTS

When analysing the data results of the dimensions' conformity versus the dimensions' importance, the action's strengths, weaknesses, insignificance and complements can be identified.

Statements are located in quadrants, based on the dimensions' conformity statements and dimensions' importance calculated mean values. The quadrants highlight the weak and strong aspects of the action, as well as insignificance and complements.

In general, all the statements that are attributed to the action can be grouped into four categories:

- Strengths – Essential to respondents and relevant to the action (1st quadrant);
- Weaknesses – Essential to respondents but not relevant to the action (2nd quadrant);
- Insignificance – Not essential to respondents and not relevant to the action (3rd quadrant);
- Complements – Not essential to respondents but relevant to the action (4th quadrant).

Six colours are used to identify Perceived Quality dimensions in Figure 14:

- Dark blue: Usability;
- Red: Performance;
- Green: Support;
- Brown: Accuracy of the documentation;
- Purple: Completeness of the documentation;
- Orange: Usability of the documentation.

Five colours are used to identify Perceived Utility dimensions in Figure 15:

- Dark blue: Potential Re-usability;

- Red: Sustainability;

- Green: Collaboration;

- Brown: Interoperability;

- Purple: Supporting EU Policies.

FIGURE 14 – ACTION 1.21 PERCEIVED QUALITY ACTION STRENGTHS, WEAKNESSES, INSIGNIFICANCE AND COMPLEMENTS
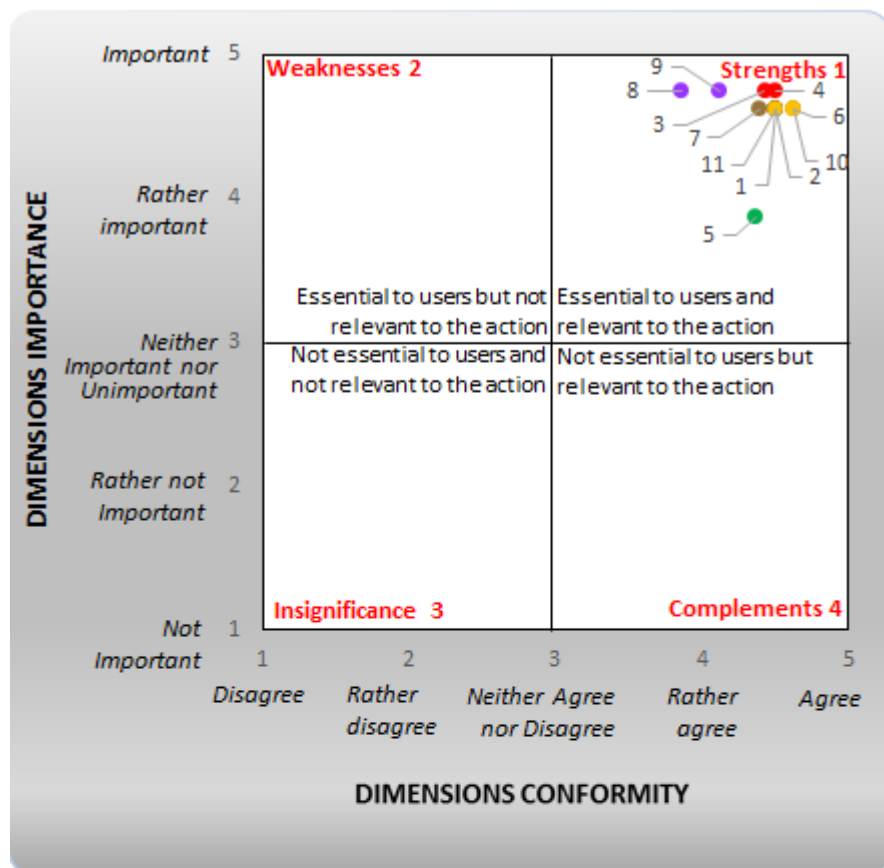
I. Usability:

1 - ELI implementation is easy to conduct

2 - ELI implementation is customisable to individual users' needs

II. Performance:

3 - ELI delivers the desired outcome

4 - ELI performs as expected

III. Support:

5 - Onsite workshops are useful to solve your problems

IV. Accuracy of the documentation:

6 - The documentation is accurate

7 - The documentation is free from grammar/style errors

V. Completeness of the documentation:

8 - The documentation is complete and does not require additions

9 - The website is useful and complete

VI. Usability of the documentation:

10 - The guidelines are easy to understand

11 - The structure of the documentation is clear and the systematic design remains consistent

As seen in Figure 14, all of the statements are evaluated as essential to the respondents and relevant to the action - all of them are placed in the 1st quadrant and are identified as strengths of ELI.

When comparing different statements, it is evident that four statements based on the dimensions' importance are highly important to the respondents. Out of these four statements, two of them have a higher conformity level than the other two.

Statements with high importance and high conformity:

- *'ELI delivers the desired outcome'* (statement 3) and
- *'ELI performs as expected'* (statement 4).

Statements with high importance and lower conformity:

- *'The documentation is complete and does not require additions'* (statement 8) and
- *'The website is useful and complete'* (statement 9).

FIGURE 15 – ACTION 1.21 PERCEVIED UTILITY ACTION STRENGTHS, WEAKNESSES, INSIGNIFICANCE AND COMPLEMENTS
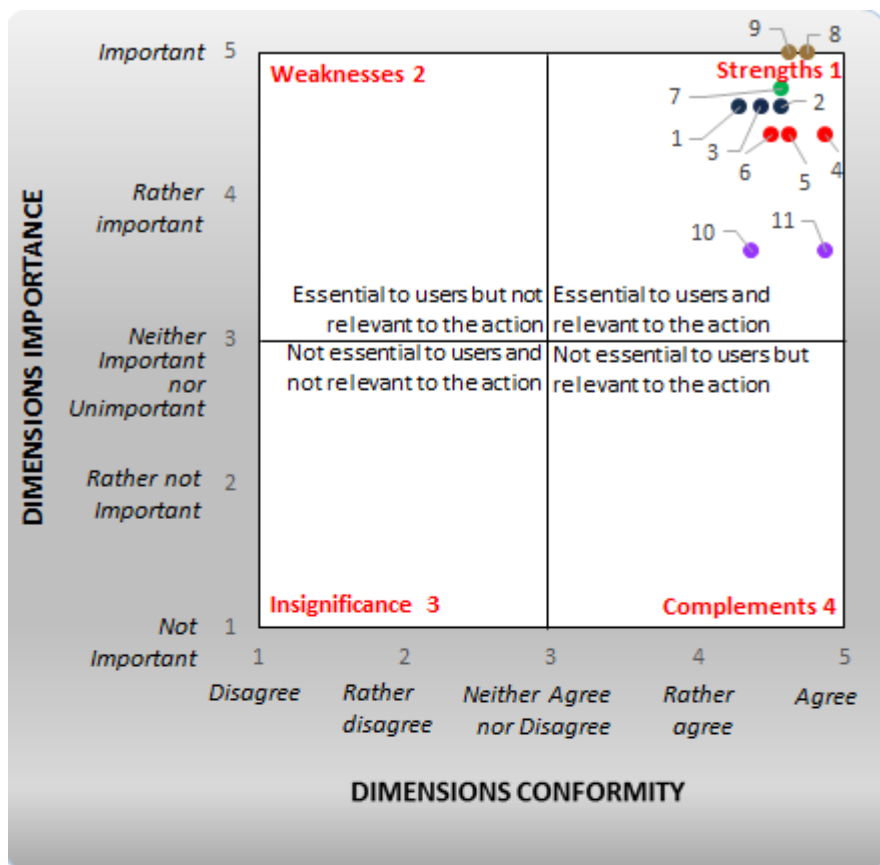
I. Potential Re-usability

1 - Overall, the results of the action activities help save costs

2 - Overall, the results of the action's activities help save time

3 - Overall, the service/tool supports effective reuse of tools/services/documentat

II. Sustainability:

4 - ELI is planned to be used in future

5 - The service/tool/documentation provide sustainable solutions that will also be relevant in future

6 - The implementation of ELI facilitates the smart reuse of data and creation of new services by the private sector

III. Collaboration:

7 - The website helps successfully cooperate with other public administrations/de

IV. Interoperability:

8 - Overall, the service/tool/documentation supports effective electronic cross-border and cross-sector interaction

9 - The implementation of ELI facilitates interoperability and thus supports cooperation at national and EU level

V. Supporting EU Policies:

10 - The service/tool/documentation supports the implementation of European community policies and activities

11 - The implementation of ELI guarantees easier access to legislation and contributes to more transparency and openness

As seen in Figure 15, all the statements are evaluated as essential to the respondents and relevant to the action - all of them are placed in the 1st quadrant and are identified as strengths of ELI.

When comparing different statements, it is evident that the following two statements are the action's most important strengths (the most relevant to the action and highly important to the respondents):

- *'Overall, the service/tool/documentation supports effective electronic cross-border and cross‑sector interaction' (statement 8)*;
- *'The implementation of ELI facilitates interoperability and thus supports cooperation at national and EU level' (statement 9)*.

The respondents have evaluated the Supporting EU Policies statements as slightly less important (but not irrelevant, since the average score is higher than 3):

- *'The service/tool/documentation supports the implementation of European community policies and activities'* (statement 10)*;*
- *'The implementation of ELI guarantees easier access to legislation and contributes to more transparency and openness'* (statement 11)*.*
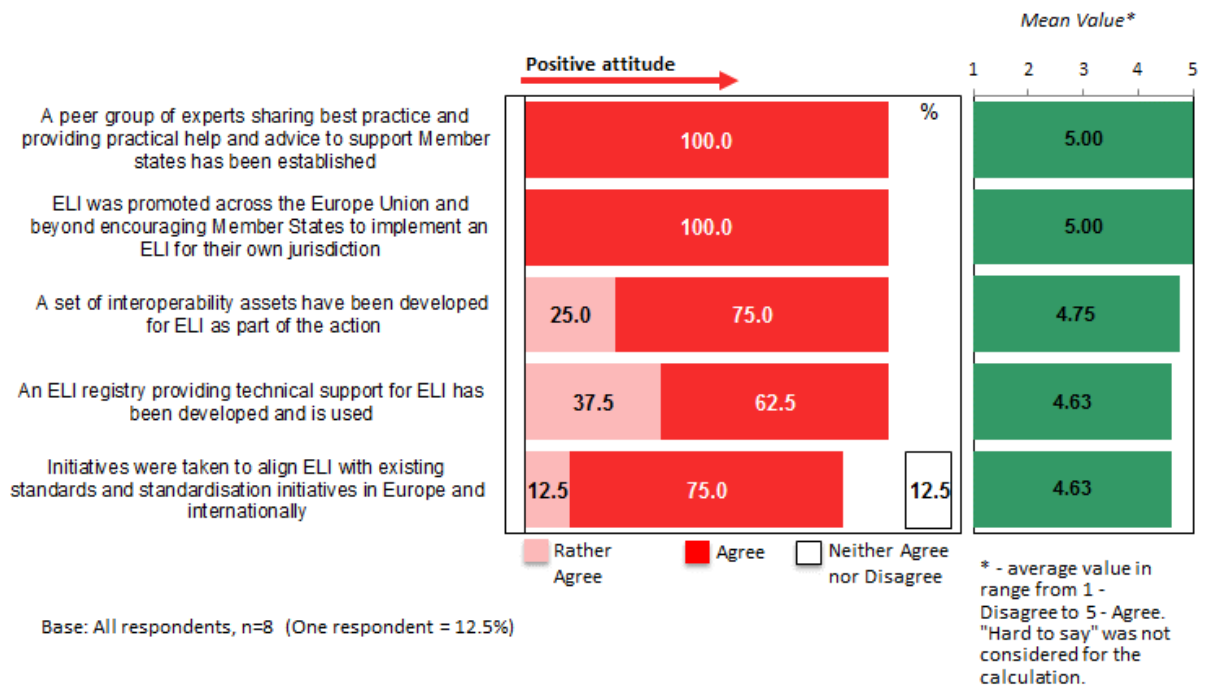
5.5 STATEMENTS BASED ON ACTION OBJECTIVES

For the purpose of describing the action's objectives, statements based on action objectives were designed for this survey. The respondents were asked to evaluate the extent to which these statements conform to the particular action, namely, if the action's objectives have been achieved.

The respondent is asked to provide his/her opinion using the 5-point Likert grading scale. For the dimensions' conformity evaluation, a grading scale with values ranging from 'Agree' to 'Disagree' is applied. An additional 'Hard to Say/Not Applicable' option is provided; however, this score is excluded from the score calculations. Before performing the survey data calculations, the 5-point Likert scale values are interpreted as numeric values:

- 5 – Agree;
- 4 – Rather Agree;
- 3 – Neither Agree nor Disagree;
- 2 – Rather Disagree;
- 1 – Disagree;
- 0 – Hard to Say/Not Applicable *(is not considered for the calculation).*

In order to have an overview of the positive ('Rather Agree' and 'Agree') attitude proportion, the bars in pink and red represent the positive attitude. No respondents have provided negative responses. In addition, a neutral answer (the bar in white) is presented separately on the right. An explanatory legend with colour codes represents the data which is available. The average mean value is presented on the right side of the figure.

FIGURE 16 – ACTION 1.21 STATEMENTS BASED ON ACTION OBJECTIVES

The survey results demonstrate that all of the statements which are based on action objectives have been evaluated as highly relevant to the action. All of the statements have a higher mean value than the value 4 - 'Agree'. ELI has been promoted across the EU and an expert group is providing the help requested by Member States. Also most of the respondents agree to the specific statements regarding the ELI interoperability assets, technical support and Initiatives taken into account to align ELI with existing standards and initiatives, meaning that the objectives of ELI have been reached.

5.6 RESPONDENT RECOMMENDATIONS AND OPINIONS

This section provides an overview of the feedback received on ELI. It should be noted that each response is given by a single survey respondent, which means that the number of different answers to each question is the same as the number of respondents who had an opinion or a recommendation to the specific question.

TABLE 10 – ACTION 1.21 RECOMMENDATIONS AND BENEFITS

"What policies in your opinion does the ELI support more?"
Linked Open Data, re-use of data policies
Interoperability, collaboration and resource sharing between legislation publishers for benefit of citizens using public legislation websites and efficiency of administrative services.
Access to public information cross Europe
"Do you have any recommendations to improve ELI?"
Easier access to the ELI Website Registry directly from the Eurlex Homepage
Continuation of national workshops, development of tools to aid implementation of ELI and retrieval/visualisation of data
As with all technology standards ELI needs to be actively maintained and to continue to evolve as a living standard to meet any changing needs of users and the wider technology landscape
"What are the main benefits or the most valuable things about ELI?"
Sharing, reuse and interconnection of legal information of information within a flexible framework
Persistent URIs / opportunities for common description of metadata / rich metadata for interoperability
Unifying standard with flexibility to meet varying user needs, providing real beneficial utility for EU legislation publishers
Cross border and EU- national coordination and harmonization. The utility from ELI depends on if there is translated (English) national legal text available. The pillars, elements and descriptions, in ELI are valuable when designing URL/URI for legislation if you name it ELI or not

6 SURVEY CONCLUSION AND RECOMMENDATIONS

The objective of the survey was to evaluate the Perceived Quality and the Perceived Utility of Action 1.21 – European Legislation Identifier (ELI) and its documentation, webpage and workshops. At the beginning of the data collection ELI had been implemented in eight countries. Respondents from seven of those countries have participated in the survey. The following conclusions have been drawn based on the analysis performed:

- The ISA Action 1.21 – European Legislation Identifier (ELI) received a **high Perceived Quality and Perceived Utility assessment with an Overall Perceived Quality Score of – 4.71 out of 5 and Overall Utility Score of – 4.72 out of 5.** The high Overall Perceived Quality and Perceived Utility Scores and the high values of the individual parameters indicate that, overall, the respondents consider ELI and its documentation as useful and that they are satisfied with it.
- Taking into account dimensions' importance and dimensions' conformity, Performance and Interoperability are the most important strengths of ELI.
- Based on the assessment of statements based on action objectives, ELI fully completes its objectives.
- The majority of the respondents (100% from the Perceived Quality and 88% from the Perceived Utility point of view) are loyal users who will keep using ELI and are likely to recommend it to colleagues or other PAs.
- In terms of Interoperability, the majority of the respondents (7 out of 8) evaluate their experience with ELI positively (4 respondents – Excellent; 3 respondents - good).
- According to the respondents, the completeness of the documentation and the website might need improvements.
- Respondents recommend making the ELI website registry more accessible, actively maintaining ELI, continuing national workshops and developing tools to aid the implementation of ELI and retrieval/visualisation of data.

Based on the conclusions drawn, CGI-Accenture adduces the following recommendations:

- To improve the completeness of the documentation and website to make them more useful.
- To popularise ELI to those Member States that still haven't implemented it, as the results from other Member States have shown a high level of satisfaction and usefulness.

7 APPENDIX

7.1 RAW DATA EXPORT

The attached file contains the survey result export.

Raw Data.xlsx

- A Likert Scale is a widely used scaling method developed by Rensis Likert. Likert scale refers to the use of an ordinal 4- or 5- point rating scale with each point anchored or labelled.

- The mean[12] (average) is the most popular measure of location or central tendency; has the desirable mathematical property of minimizing the variance. To get the mean, you add up the values[12] for each case and divide that sum by the total number of cases;

- Mode[12] above refers to the most frequent, repeated or common value in the quantitative or qualitative data. In some cases it is possible that there are several modes or none;

- The Net Promoter Score® (NPS) is a widely used management tool that helps evaluate the loyalty of a customer relationship. Customers are classified as Promoters, Passive and Detractors.

- 'Perceived Quality' is defined as the extent to which the outputs of an ISA action are meeting its direct beneficiaries' expectations;

- Standard deviation[12] shows the spread, variability or dispersion of scores in a distribution of scores. It is a measure of the average amount the scores in a distribution deviate from the mean. The more widely the scores are spread out, the larger the standard deviation;

- Standard error[12] is the standard deviation of the sampling distribution of a statistic. It is a measure of sampling error; it refers to error in estimates due to random fluctuations in samples. It goes down as the number of cases goes up. The smaller the standard error, the better the sample statistic is as an estimate of the population parameter – at least under most conditions;

- 'Perceived Utility' is defined as the extent to which the effects (impact) of an ISA action correspond with the needs, problems and issues to be addressed by the ISA programme;

7.2 GLOSSARY