European Commission

INTEROPERABILITY SOLUTIONS FOR EUROPEAN PUBLIC ADMINISTRATIONS MONITORING AND EVALUATION

D03.04/D03.05 Perceived Quality and Perceived Utility Monitoring Report

ISA Action 1.11 Interoperable and Generic Notification Services (GENIS)

Framework Contract n° DI/07173-00

16 August 2016

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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 1.11 – Interoperable and Generic Notification Services.** 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 survey was designed in the EUSurvey tool and distributed by e-mail to 702 contacts. Over the duration of one month[3], 108 stakeholders have responded. However, 12 respondents were excluded from the data analysis part as they have not worked with services provided by GENIS.

The respondents were asked to evaluate the services provided by GENIS. The evaluation was divided into two parts. In the first part the respondents evaluated the current GENIS services – the State Aid Notification System (SANI2), the SARI reporting tool and the State Aid Collaboration Platform (publicly known as eState Aid WIKI). In the second part of the survey, respondents evaluated the future GENIS services – the State Aid Recovery Calculator and the State Aid Transparency data collection. The first part was evaluated by 96 respondents, from whom 7 respondents do not plan to use any of the future GENIS services, therefore they did not qualify for the evaluation of the second part of the survey.

The only difference between the statements, dimensions and questions regarding the Usefulness Score, dimensions' importance, dimensions' conformity and the Net Promoter Score in both survey parts were the outputs of the services provided by GENIS which were referred to. For the data analysis part, in order to create an overview of the respondents' attitude towards the services provided by GENIS, the answers provided by the respondents were combined. This means that the respondents who qualified for the analysis of the Perceived Quality and Perceived Utility of the current services provided by GENIS and future services had an influence on two evaluations for each statement, question and dimension regarding the Usefulness Score, dimensions' importance, dimensions' conformity and the Net Promoter Score. In total, 96 respondents have evaluated the current services from the Perceived Quality perspective and 89 of them have also evaluated them from the future services perspective. For the Perceived Utility, 42 respondents qualified for the evaluation of the current services provided by GENIS and 89 qualified for the evaluation of the future services.

Table 1 and Table 2 give an overview of the main results of the survey. The detailed score calculation process is described in section 5.4.4.

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[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 19th of February 2016 and was active until the 18th of March 2016.

TABLE 1 – ACTION 1.11 PERCEIVED QUALITY SURVEY MAIN RESULTS

	Score	Explanation of the score scale
Usefulness Score	5.78	Average value on a scale from 1 (Not Useful at All) to 7 (Very Useful).
Value Score	4.21	Average value of all the statement means in the range from 1 (Disagree) to 5 (Agree).
User Satisfaction Score	79.79	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	-10	Net Promoter Score from -100 (every customer is a Detractor) to 100 (every customer is a Promoter).
OVERALL PERCEIVED QUALITY SCORE	**3.84**	**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 (lowest score) to 5 (highest score).**

TABLE 2 – ACTION 1.11 PERCEIVED UTILITY SURVEY MAIN RESULTS

	Score	Explanation of the score scale
Usefulness Score	5.78	Average value on a scale from 1 (Not Useful at All) to 7 (Very Useful).
Value Score	4.29	Average value of all the statement means in the range from 1 (Disagree) to 5 (Agree).
User Satisfaction Score	76.53	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	-1	Net Promoter Score from -100 (every customer is a Detractor) to 100 (every customer is a Promoter).
OVERALL PERCEIVED UTILITY SCORE	**3.97**	**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).**

Main findings:

- The survey results demonstrate that **the services provided by GENIS comply with both the ISA programme and the action's specific objectives**.

- All dimensions (Support, Trust, Performance, Usability, Sustainability, Collaboration and Potential Re-usability) are conformable to the services provided by GENIS.

- 68% of the respondents will use future services provided by GENIS, while 7% will not.

- The services provided by GENIS could be better customised to the individual users' needs.

- The Usability of the services provided by GENIS should be improved.

REVISION HISTORY

Date	Version	Description	Authors	Approved by
24/06/2016	0.10	Initial version	CGI - Accenture	
27/06/2016	1.00	Final version	CGI - Accenture	
16/08/2016	2.00			Approved by HVA on 29/07/2016.

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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 193 under Framework contract n° DI/07173-00).

Based on the scope of the Specific Contract, the Perceived Quality is to be measured for 15 actions and the Perceived Utility is to be measured for 17 actions. This report covers the Perceived Quality and Perceived Utility measurement of the services provided by GENIS (ISA Action 1.11).

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;
    - Usage frequency of the action's outputs;
    - Usefulness Score;
    - Perceived Quality and Perceived Utility measurements;
    - Action strengths, weaknesses, opportunities and threats;
    - 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 ACTION 1.11 – INTEROPERABLE AND GENERIC NOTIFICATION SERVICES

The Treaty of the Functioning of the European Union[4] (TFEU) generally prohibits State Aid unless it is justified by reasons of general economic development. To ensure that this prohibition is respected and exemptions are applied equally across the European Union, the European Commission is in charge of ensuring that State Aid complies with EU rules.

At the moment the GENIS project started, the IT support to the State Aid Process was facing a number of problems, e.g.:

- Existing systems did not cover all data exchange needs. In particular, there were serious limitations in the implementation of notification forms, the management of communications and underlying workflows between the Commission and Member States;

- Existing systems were not flexible enough to evolve or be adapted easily to cope with legislation change that implies changes of notification schemas;

- New developments and evolution under the current architecture were slow, risky and expensive;

- Interoperability with the Member States (system-to-system exchange) was not provided by existing systems;

- During the contacts with other DGs regarding the form component, form management had been confirmed as a common problem at the Commission.

Moreover, during the 2010-2014 mandate, the Commission has undertaken and completed the most comprehensive reform of State Aid control in the history of the EU: The State Aid Modernisation. It includes the adoption of a new Procedural Regulation, a new Enabling Regulation, the de Minimis Regulation, the extension of scope of the General Block Exemption Regulation and the revision of sectorial guidelines.

Within this context, the objective of the GENIS Action is to set up, by reusing existing components, building blocks and service modules where possible and/or developing new reusable components when no solution is available, the necessary common services, features and capabilities that are necessary to support the business changes resulting from the State Aid Control regulation and the State Aid Modernisation.

Action's objectives:

- **Support the State Aid Control and State Aid Modernisation business processes**: the scope broadening (new packages) of GENIS aims at providing the most important features and capabilities

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[4] For more details, please consult the following link: http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A12012E%2FTXT

both to the Member States administrations and the Commission to support the implementation of the State Aid Modernisation.

- **Reduce IT costs through reusability**: new/adapted reusable building blocks will be available to Member State's administrations and Commission services to reuse / integrate in information systems in any domain covering similar data exchange processes between administrations.

- **Administrative simplification, effectiveness and efficiency, data quality**: the different GENIS common services (e.g. SANI2, State Aid Transparency Data Collection) will increase efficiency and data quality by implementing state-of-the-art user interface and interoperability (system-to-system) for the pre-notification and notification of State Aid measures and State Aid Awards.

- **Transparency and State Aid Data Openness**: the State Aid common services resulting from the GENIS project will improve the transparency and openness of data exchange between the Commission and Member States by developing/adapting and using a component to share case/project-related data.

- **Achieving Semantic Interoperability**: GENIS will contribute to semantic interoperability by implementing and maintaining a State Aid semantic repository (metadata, dictionaries, translations, etc.) accessible and re-usable for Commission Services and for the Member States.

- **Data quality**: The State Aid common services resulting from GENIS project will improve data quality and integrity, and preservation of information by implementing state-of-the-art user interface and interoperability to back-office and by using reliable and trusted data transfer.

Current action's outputs:

- **A State Aid Notification System** (SANI2) supporting MS to notify (pre-notifications, notifications) on envisaged State Aid measures under the decision responsibility of the Commission (DG COMP, DG AGRI, DG MARE) and MS to inform the Commission on block exemption aid schemes. This system is an evolution extending and improving the former SANI system.

- **A SARI reporting tool** for the notification of the MS State Aid expenditures, which enables DG COMP to prepare an annual State Aid synopsis on the basis of reports provided by the MS.

- **A Generic Interoperable Reusable architecture** (GENIS) including five generic, reusable building blocks for the interoperability of the GENIS systems: forms management, multilingual support, reference data management, decentralised user and access control management and audit trail.

- **A State Aid Collaboration Platform**, publicly known as eState Aid WIKI, will support (in a defined, agreed, coherent and coordinated way) the collaboration needs between EC/MS arising from the State Aid Modernisation.

Future action's outputs:

- **A State Aid Recovery Calculator** will result in a more efficient way to exchange the calculation of the recovery interest on the aid amount to recover, between the Member State and the Commission, ensuring accuracy and transparency in this process.

- **A State Aid Transparency data collection** solution will result in substantial costs savings at the EU level, as well as in high-quality, semantically coherent data collected, fulfilling the transparency objectives.

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].

Four dimensions are used to measure the Perceived Quality criterion. These dimensions are derived from the main objectives of the ISA programme.

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 tool/service and the quality of information it provides[5];

- **Trust (Privacy) (T)**: the degree to which the user believes the tool/service is safe from intrusion and protects personal information[5];

- **Performance (P)**: the feasibility and speed of accessing, using, and receiving services of the tool/service[5];

- **Support (S)**: the ability to get help when needed and the level of service received[5].

The survey statements for the dimensions listed above are directly adapted from the statements used in the eGovQual scale model.

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[2] 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 three dimensions which are defined as the criteria for measuring the Perceived Utility:

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[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

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

- **Sustainability:** to what extent is the financial, technical and operational sustainability of solutions ensured[6];

- **Collaboration:** the degree to which the action promotes/facilitates collaboration/cooperation between Public Administrations[7].

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[8] and actions' specific objectives." The Perceived Utility statements were tailored to reflect these objectives and were based on the ESOMAR[9] (World Association of Opinion and Marketing Research Professionals) standards.

The developed Perceived Utility dimensions allow to perform a comparison between different actions and also will 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 measurement 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 questions: *"Overall, how useful are the current services provided by "GENIS" - SANI2, SARI or the eState Aid WIKI, to your work?"* and *"Overall, how useful would be the future "GENIS" services - State Aid Recovery Calculator or State Aid Transparency data collection to your work?"*.

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[6] European Commission (2013), Interim evaluation of the ISA programme, "Report from the Commission to the European Parliament and Council COM (2013) 5 final".
[7] CRN (2015), Collaboration http://research.crn.com/technology/knowledge_management/collaboration
[8] 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)
[9] ESOMAR, edited by Hamersveld. M., Bont C. (2007), Market Research, Handbook, 5th Edition

- Action strengths, weaknesses, opportunities and threats: 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 threats and opportunities.

- 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.
- Usage of the action outputs: for the purpose of identifying the usage rate of the action outputs, the respondents are asked to answer questions regarding the usage of current and future action outputs. These questions also work as filters, selecting the respondents who should evaluate the statements regarding the specific action output.

- The action's Usefulness: for the measurement of the action's usefulness, the respondents are asked to evaluate two questions using a 7-point Likert grading scale[10].

- 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[10]. Responses to these questions are used to determine the Value Score, action strengths, weaknesses, threats and opportunities, 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, opportunities and threats 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[10].

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

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[10] 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 1.11 SURVEY TECHNICAL INFORMATION ABOUT THE FIELDWORK

Start date:	19/02/2016
End date:	14/03/2016
The survey launch method:	E-mail notification
Reminders:	E-mail reminder sent out on 7/03/2016
Target population:	702
Total number of respondents:	108
Number of suitable respondents for the survey:	96

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 describes the action respondents from the demographic point of view.

TABLE 4 – ACTION 1.11 DEMOGRAPHIC PROFILE OF RESPONDENTS

RESPONDENT PROFILE		Amount	Col %
ALL RESPONDENTS		96	100.0
GROUP	EU Member States	90	93.8
	DG COMP	5	5.2
	Associated Services, DG AGRI or DG MARE	1	1.0
ORGANISATION	Public administration at national level	65	67.7
	Public administration at regional level	24	25.0
	EU institution	5	5.2
	Public administration at local level	2	2.1
LOCATION	Austria	2	2.1
	Belgium	11	11.5
	Bulgaria	8	8.3
	Croatia	1	1.0
	Denmark	2	2.1
	Estonia	1	1.0
	Finland	5	5.2
	France	3	3.1
	Germany	12	12.5
	Greece	7	7.3
	Hungary	2	2.1
	Ireland	1	1.0
	Italy	8	8.3
	Latvia	6	6.3
	Lithuania	2	2.1
	Luxembourg	1	1.0
	Malta	2	2.1
	Netherlands	3	3.1
	Romania	3	3.1
	Slovenia	1	1.0
	Spain	11	11.5
	United Kingdom	4	4.2
POSITION LEVEL	Technical level	39	40.6
	Member state representative	38	39.6
	Business manager	4	4.2
	Other (mentioned one time: employee in public administration; state aid expert; Policy officer)	15	15.6

Base: All respondents, n=96

5.2 USAGE OF THE ACTION

The usage profile provides an overview of the usage rate of the action. Table 5 shows how frequently the respondents have used the services provided by GENIS and how they evaluated the usage of future services.

TABLE 5 – ACTION 1.11 USAGE OF DOCUMENT REPOSITORY SERVICES

USAGE PROFILE		Amount	Col %
ALL RESPONDENTS		96	100.0
USAGE	I use it regularly	53	55.2
	I have used it occasionally	34	35.4
	I have tried it once	6	6.3
	Other (mentioned one time: In the future, I may use eState Aid WIKI, but not yet now; I have used SANI2 once and I use SARI once a year; know it, but can't specify the usage)	3	3.1
USAGE OF FUTURE SERVICES	Yes	65	67.7
	No	7	7.3
	Hard to Say	24	25.0
FREQUENCY OF USING THE FUTURE SERVICES*	Regularly	34	38.2
	Occasionally	31	34.8
	At least once - to test the tool	5	5.6
	Hard to say	19	21.3

Base: All respondents, n=96
*Base: Respondents who will use or are not sure about the usage of future services, n=89

5.3 USEFULNESS SCORE

The Usefulness Score is calculated taking into account the questions: *"Overall, how useful are the current services provided by "GENIS" - SANI2, SARI or the eState Aid WIKI, to your work?" and "Overall, how useful would be the future "GENIS" services - State Aid Recovery Calculator or State Aid Transparency data collection to your work?"*

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') and negative ('Rather Not Useful', 'Not Useful' and 'Not Useful at All') attitude proportions, the bars in blue represent the negative attitude, whereas the bars in pink and red represent the positive attitude. In addition, a neutral opinion (the bars in white) and a 'Hard to say' opinion (the bars in grey) are 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 1.11 USEFULNESS SCORE

Base: All respondents, n=96
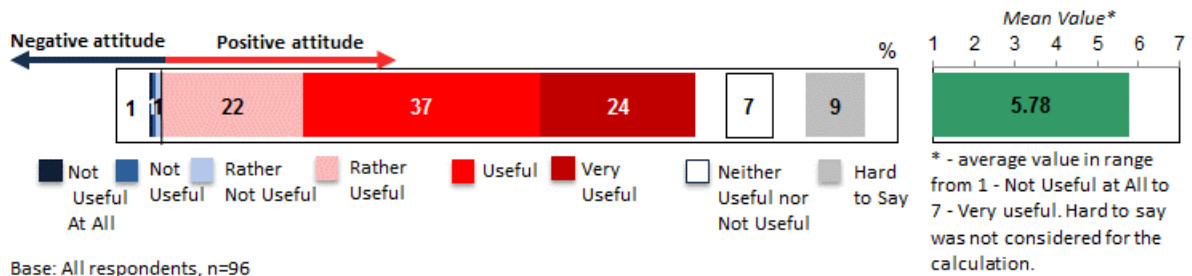
The survey results show that the current and future services of GENIS seem useful to the majority of the respondents; only 3% of the respondents provided a negative response. The mean value is **5.78,** which is between the values 5 - 'Rather Useful' and 6 - 'Useful'.

5.4 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.

5.4.1 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.

5.4.1.1 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.

Four Perceived Quality dimensions (Usability, Performance, Support and Trust (privacy)) and three Perceived Utility dimensions (Potential Re-usability, Sustainability and Collaboration) 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' opinion (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 2 – ACTION 1.11 PERCEIVED QUALITY DIMENSIONS IMPORTANCE RESULTS
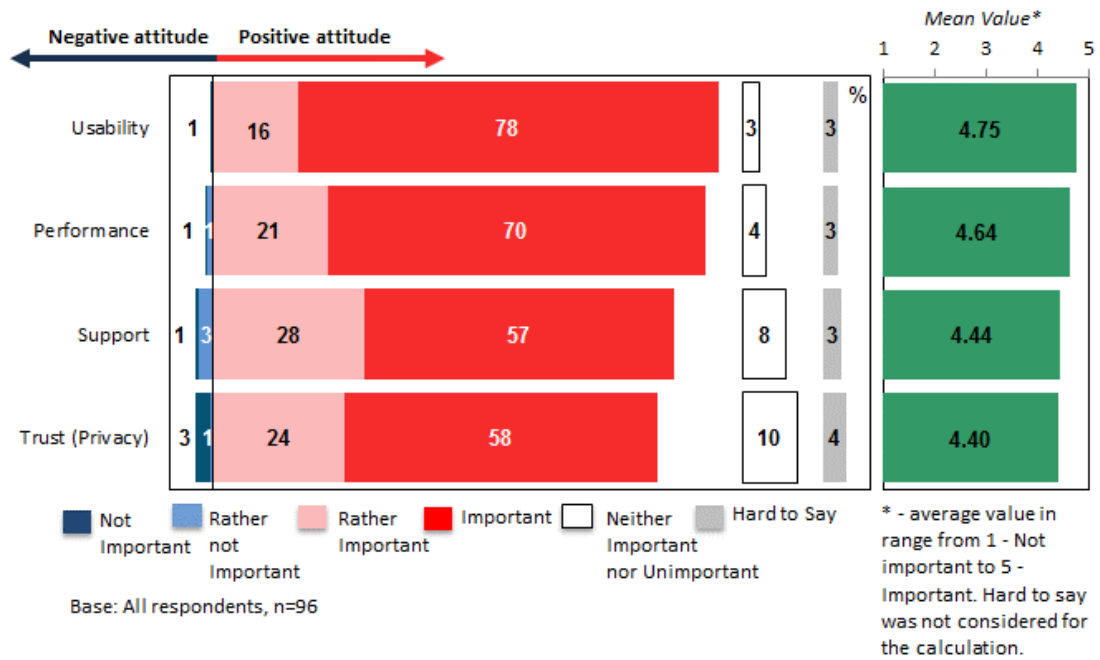
The survey results indicate that Usability (mean value 4.75) and Performance (mean value 4.64) are more important to the respondents than Support (mean value 4.44) and Privacy (mean value 4.40). All of the dimensions have been evaluated with a mean value higher than 4, meaning that their values are between 4 – 'Rather Important' and 5 – 'Important'.

FIGURE 3 – ACTION 1.11 PERCEIVED UTILITY DIMENSIONS IMPORTANCE RESULTS
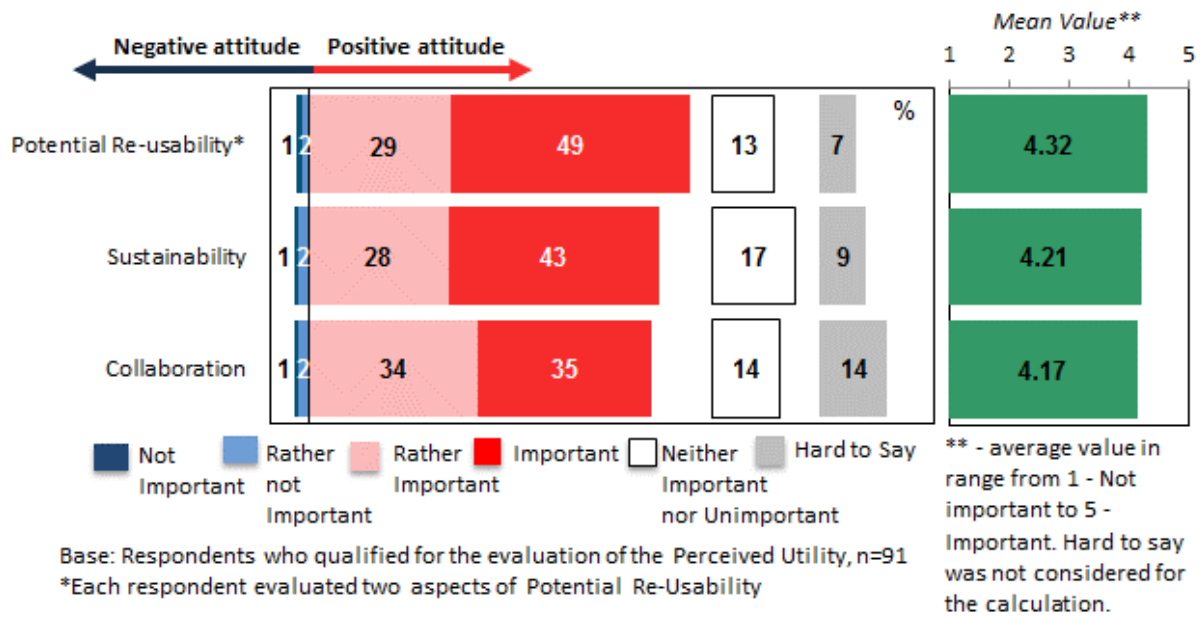
The survey results indicate that the Potential Re-usability (mean value 4.32) is more important to the respondents than Sustainability (mean value 4.21) and Collaboration (mean value 4.17). All of the dimensions have been evaluated with a mean value higher than 4, meaning that their values are between 4 – 'Rather Important' and 5 – 'Important'.

5.4.1.2 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.

5.4.1.2.1 STATEMENT MAPPING TO DIMENSIONS

In total, Action 1.11 has nine Perceived Quality and eight Perceived Utility statements regarding the dimensions' conformity. Table 6 gives an overview of the statements representing each dimension. The Support, the Sustainability and the Collaboration dimensions are represented by three statements each, while the Usability, the Performance, the Trust (Privacy) and the Potential Re-usability dimensions are represented by two statements each.

TABLE 6 – ACTION 1.11 STATEMENT MAPPING TO DIMENSIONS

	Perceived Quality Statements	Dimension
1	The structure of the GENIS/future GENIS services provided is/should be clear and easy to follow	Usability
2	The GENIS/future GENIS services are/should be well customised to the individual users' needs	Usability
3	The data provided by users in the GENIS/future GENIS services are/should be archived securely	Trust (Privacy)
4	The data provided in the GENIS/future GENIS services are used only/should only be used for the reason submitted	Trust (Privacy)
5	The GENIS/future GENIS services are/should be available and accessible whenever it is/they are needed	Performance
6	GENIS/future GENIS performs/should perform the service successfully upon the first request	Performance
7	The support team showed/should show a sincere interest in solving users' problems	Support
8	The support team provided/should provide prompt replies to the users' inquiries	Support
9	The support team has/should have sufficient knowledge to answer users' questions	Support
	Perceived Utility Statements	**Dimension**
1	Overall, the results of the GENIS/future GENIS services help/should help save costs	Potential Re-usability
2	Overall, the results of the GENIS/future GENIS services help/should help save time	Potential Re-usability
3	You plan/are planning to use the GENIS services in the future	Sustainability
4	The GENIS/future GENIS services provide/should provide sustainable solutions that will also be relevant in the future	Sustainability
5	Overall, the GENIS/future GENIS services support/should support effective reuse of services	Sustainability
6	The GENIS/future GENIS services allow/should allow successfully cooperate with other public administrations/departments	Collaboration
7	Overall, the GENIS/future GENIS services enable/should enable effective electronic cross-border and cross-sector interactions	Collaboration
8	The GENIS/future GENIS services support/should support the implementation of European community policies and activities	Collaboration

5.4.1.2.2 DIMENSIONS CONFORMITY RESULTS

For the purpose of describing dimensions' conformity to the action, nine Perceived Quality and eight Perceived Utility statements were designed for this 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 bars in blue represent 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.

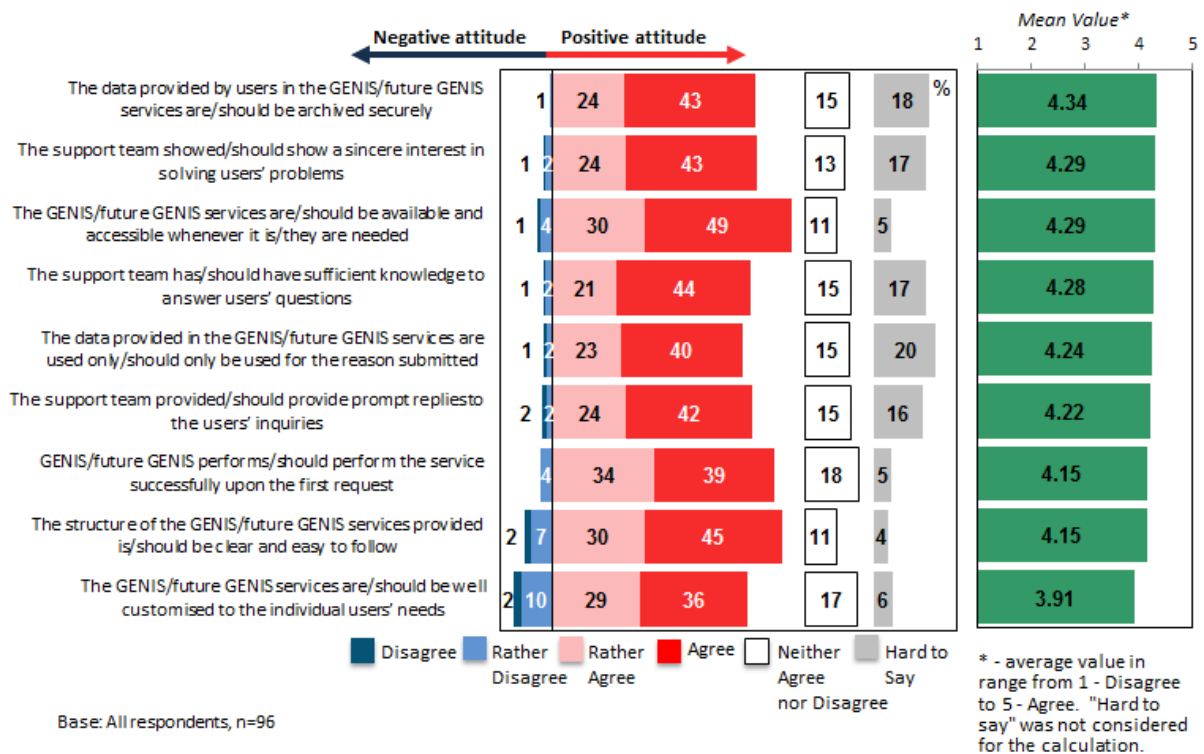**FIGURE 4 – ACTION 1.11 PERCEIVED QUALITY DIMENSIONS CONFORMITY RESULTS**

Figure 4 proves that all of the statements are evaluated as conformable to the services provided by GENIS. The average value is higher than a neutral value (3 - 'Neither Agree nor Disagree'). The less conformable statements regarding the services provided by "GENIS" to which additional work can be applied are:

- 'GENIS/future GENIS performs/should perform the service successfully upon the first request' (mean value **4.15**);

- 'The structure of the GENIS/future GENIS services provided is/should be clear and easy to follow' (mean value **4.15**) and

- 'The GENIS/future GENIS services are/should be well customised to the individual users' needs' (mean value **3.91**).

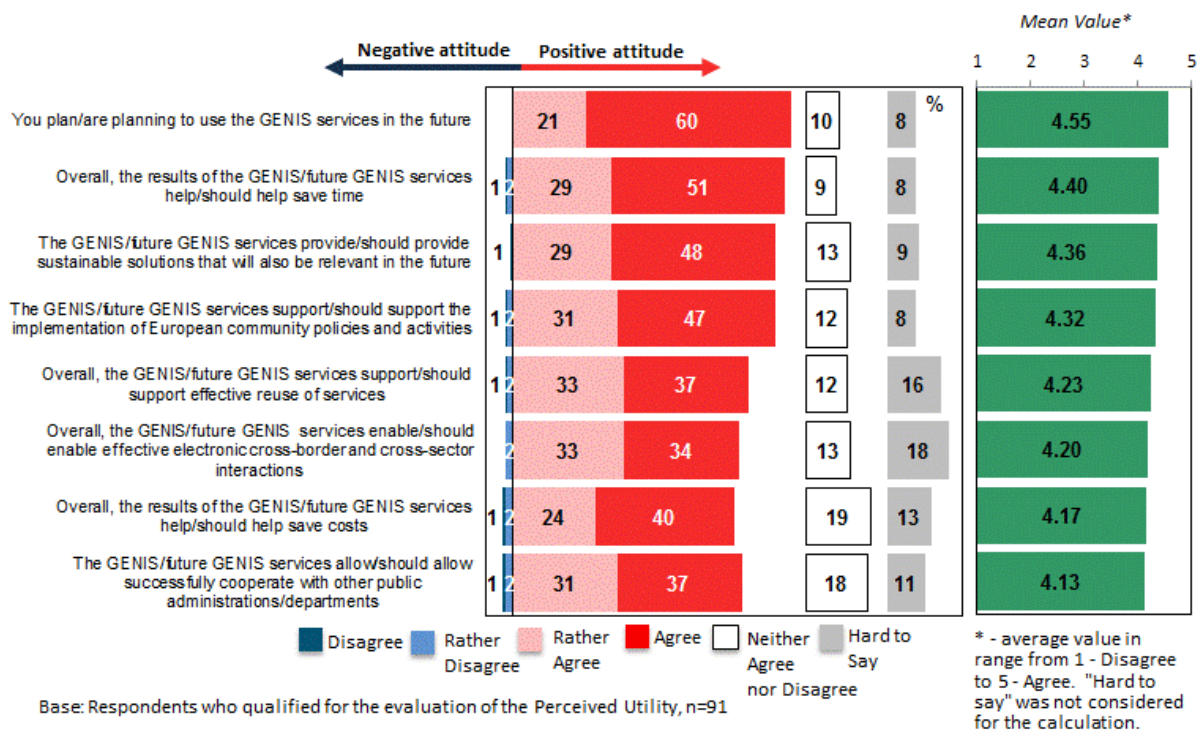**FIGURE 5 – ACTION 1.11 PERCEIVED UTILITY DIMENSIONS CONFORMITY RESULTS**

Figure 5 shows that all of the Perceived Utility statements regarding the services provided by GENIS have been evaluated as conformable, as the mean values are higher than the value 4 – 'Rather Agree'. None of the respondents evaluated the possibility of using the GENIS services in the future with a negative answer, meaning that all of the respondents will at least consider using the GENIS services.

Table 7 and Table 8 provide an overview of the statements' conformity scores, which are summarised per dimension. To calculate these scores, the average values of all the relevant dimension statements are taken into account.

Table 7 and Table 8 also provide an overview of the additional statistical calculations[11] - mode, standard deviation and standard error. With reference to the theory used in business research methods[12], it is concluded that for statistically meaningful calculations, the minimum respondent number should be equal to or greater than ten per statement.

TABLE 7 – ACTION 1.11 ADDITIONAL STATISTICAL CALCULATIONS FOR PERCEIVED QUALITY DIMENSIONS

	Dimension	MEAN	MODE	StDev	StErr
Per dimension	Trust (Privacy)	4.29	5	0.86	0.05
	Support	4.27	5	0.91	0.05
	Performance	4.22	5	0.89	0.05
	Usability	4.03	5	1.08	0.06
Total Criterion Score		**4.20**	**5**	**0.94**	**0.05**

The survey results show that, regarding the GENIS services, respondents evaluated the Trust (Privacy) (mean value 4.29), the Support (mean value 4.27) and the Performance (mean value 4.22) dimensions as more conformable than the Usability (mean value 4.03) dimension. The mean value of all dimensions is close to or higher than the value 4 – 'Rather Agree', meaning that all Perceived Quality dimensions are conformable to the GENIS services.

TABLE 8 – ACTION 1.11 ADDITIONAL STATISTICAL CALCULATION FOR PERCEIVED UTILITY DIMENSIONS

	Dimension	MEAN	MODE	StDev	StErr
Per dimension	Sustainability	4.39	5	0.78	0.04
	Potential Re-usability	4.29	5	0.87	0.05
	Collaboration	4.22	5	0.85	0.04
Total Criterion Score		**4.30**	**5**	**0.84**	**0.04**

The survey results show that, regarding the GENIS services, respondents evaluated the Sustainability dimension (mean value 4.39) slightly higher than the Potential Re-usability (mean value 4.29) and the Collaboration (mean value 4.22) dimensions. The mean value of all dimensions is higher than the value 4 – 'Rather Agree', meaning that all Perceived Utility dimensions are conformable to GENIS services.

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

5.4.1.2.3 PERCEIVED QUALITY AND PERCEIVED UTILITY CRITERION SCORE AGGREGATION

Figure 6 and Figure 7 provide a visual overview of the dimensions' conformity scores.

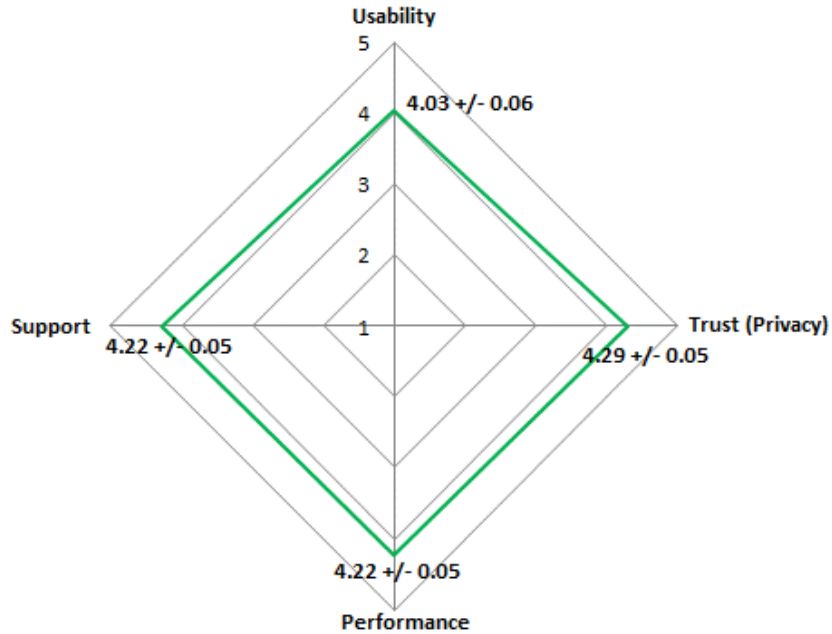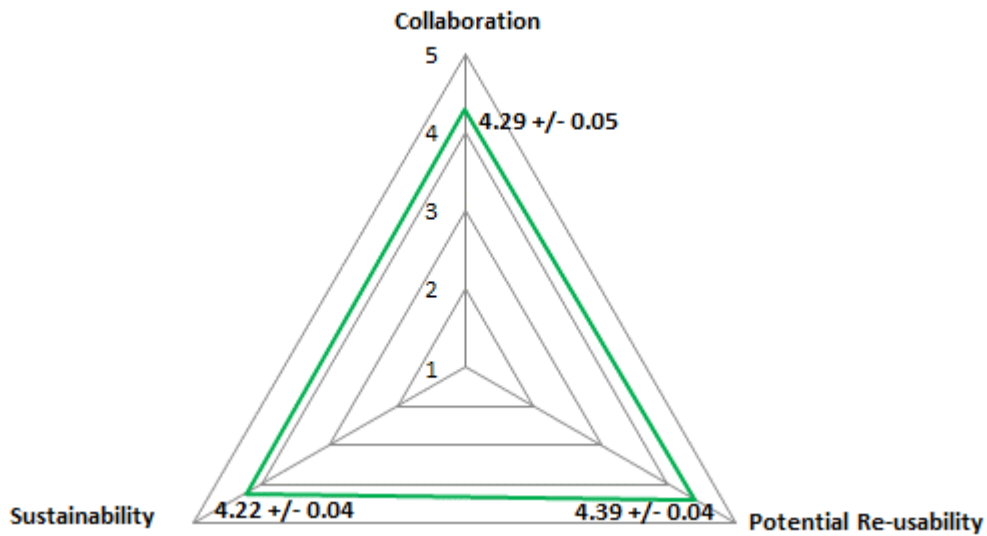**FIGURE 6 – ACTION 1.11 PERCEIVED QUALITY CRITERION SCORE AGGREGATION**

FIGURE 7 – ACTION 1.11 PERCEIVED UTILITY CRITERION SCORE AGGREGATION

5.4.2 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 8 – ACTION 1.11 PERCEIVED QUALITY USER SATISFACTION SCORE

Figure 8 shows that the **Perceived Quality User Satisfaction Score is 79.14**. The result indicates a high level of respondent satisfaction with the GENIS services.
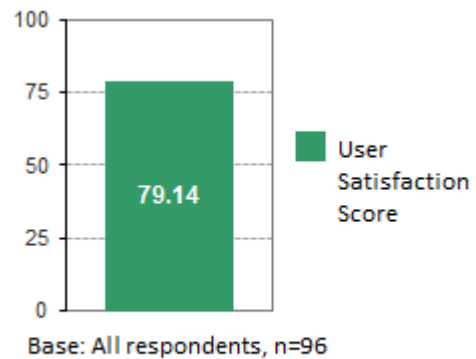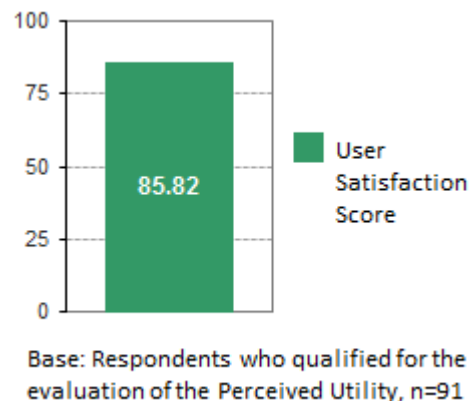

Base: All respondents, n=96

FIGURE 9 – ACTION 1.11 PERCEIVED UTILITY USER SATISFACTION SCORE

Figure 9 shows that the **Perceived Utility User Satisfaction Score is 85.82**. The result indicates a high level of respondent satisfaction with the GENIS services.

Base: Respondents who qualified for the evaluation of the Perceived Utility, n=91

5.4.3 Net Promoter Score

The Net Promoter Score® (NPS) is a widely used management tool that helps evaluate the loyalty of a customer relationship[13]. 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"[14]. 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[14]

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 10 – ACTION 1.11 PERCEIVED QUALITY NET PROMOTER SCORE

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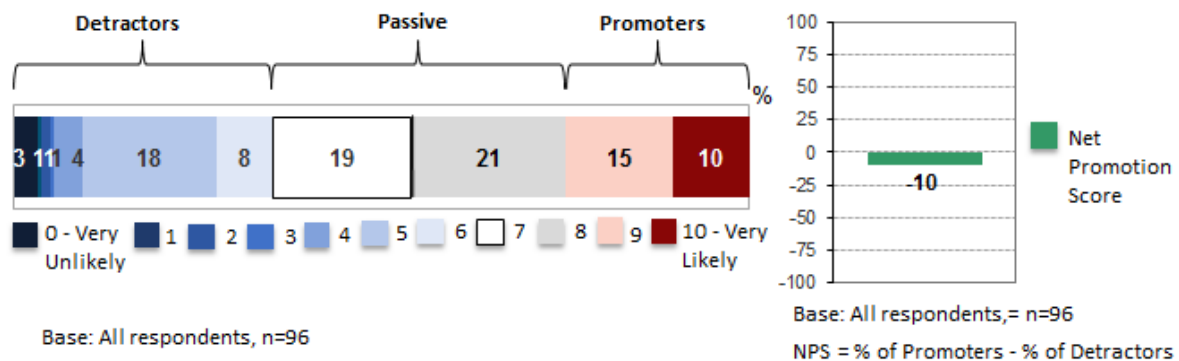
[13] Official webpage of Net Promoter Score ® community http://www.netpromoter.com/home.
[14] Markey, R. and Reichheld, F. (2011), "The Ultimate Question 2.0: How Net Promoter Companies Thrive in a Customer-Driven World"

Figure 10 shows that, based on the Net Promoter Score classification, 25% of the respondents are Promoters of the GENIS services and would recommend them to colleagues or other PAs, while 35% (in graph seen as 36% because of the roundup of the percentage) of the respondents are Detractors and would not recommend them. The Net Promoter Score is -10, meaning that more respondents would not recommend the services provided by GENIS.

FIGURE 11 – ACTION 1.11 PERCEIVED UTILITY NET PROMOTER SCORE
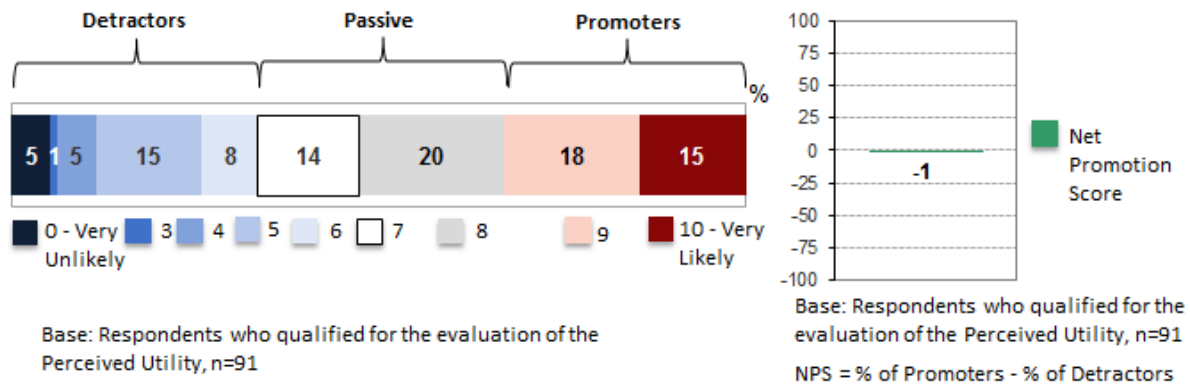

Figure 11 shows that, based on the Net Promoter Score classification, 33% of the respondents are Promoters of the GENIS services and would recommend them to colleagues or other PAs, while 34% of the respondents are Detractors and would not recommend them. The Net Promoter Score is -1, meaning that more respondents would not recommend the services provided by GENIS.

5.4.4 Overall Score

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

To calculate the Overall Perceived Quality and Perceived Utility Scores, 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 Quality and Perceived Utility Scores, the average value of these four measurements is calculated. To reduce any linear scale to a different linear scale the following formula[15] 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) * ((-10) - (-100)) / (100 - (-100)) + 1 = 4 * 90/ 200 + 1 = 360/ 200 + 1 = 1.80 + 1 = 2.80*

TABLE 9 – ACTION 1.11 OVERALL PERCEIVED QUALITY SCORE CALCULATION

NAME OF THE SCORE	ORIGINAL VALUE	VALUE AFTER REDUCING TO A FIVE POINT SCALE
Usefulness Score	5.78	4.19
Value Score	4.21	4.21
User Satisfaction Score	79.79	4.17
Net Promoter Score	-10	2.80
OVERALL PERCEIVED QUALITY SCORE		**3.84**

The survey results show that, on a 5-point scale, all of the results except the Net Promoter Score have a high evaluation. The Net Promoter Score is the only score that is below the average value 3.

TABLE 10 – ACTION 1.11 OVERALL PERCEIVED UTILITY SCORE CALCULATION

NAME OF THE SCORE	ORIGINAL VALUE	VALUE AFTER REDUCING TO A FIVE POINT SCALE
Usefulness Score	5.78	4.19
Value Score	4.29	4.29
User Satisfaction Score	85.82	4.43
Net Promoter Score	-1	2.98
OVERALL PERCEIVED UTILITY SCORE		**3.97**

The survey results show that, on a 5-point scale, all of the results except the Net Promoter Score have a high evaluation. The Net Promoter Score is the only score that is below the average value 3.

5.5 ACTION STRENGTHS, WEAKNESSES, OPPORTUNITIES AND THREATS

When analysing the data results of the dimensions' conformity versus the dimensions' importance, the action's strengths, weaknesses, opportunities and threats 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 threats and opportunities.

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);
- Threats – Not essential to respondents and not relevant to the action (3rd quadrant);
- Opportunities – Not essential to respondents but relevant to the action (4th quadrant).

Four colours are used to identify Perceived Quality dimensions in Figure 12:

- Dark blue: Usability;
- Red: Trust (Privacy);
- Brown: Performance;
- Purple: Support;

Three colours are used to identify Perceived Utility dimensions in Figure 13:

- Dark blue: Potential Re-usability;
- Red: Collaboration;
- Brown: Collaboration.

As seen in Figure 12, all nine Perceived Quality statements are evaluated as essential to the respondents and relevant to the action - all of them are located in the 1st quadrant and are identified as strengths of the services provided by GENIS.

FIGURE 12 – ACTION 1.11 PERCEIVED QUALITY ACTION STRENGTHS, WEAKNESSES, OPPORTUNITES AND THREATS
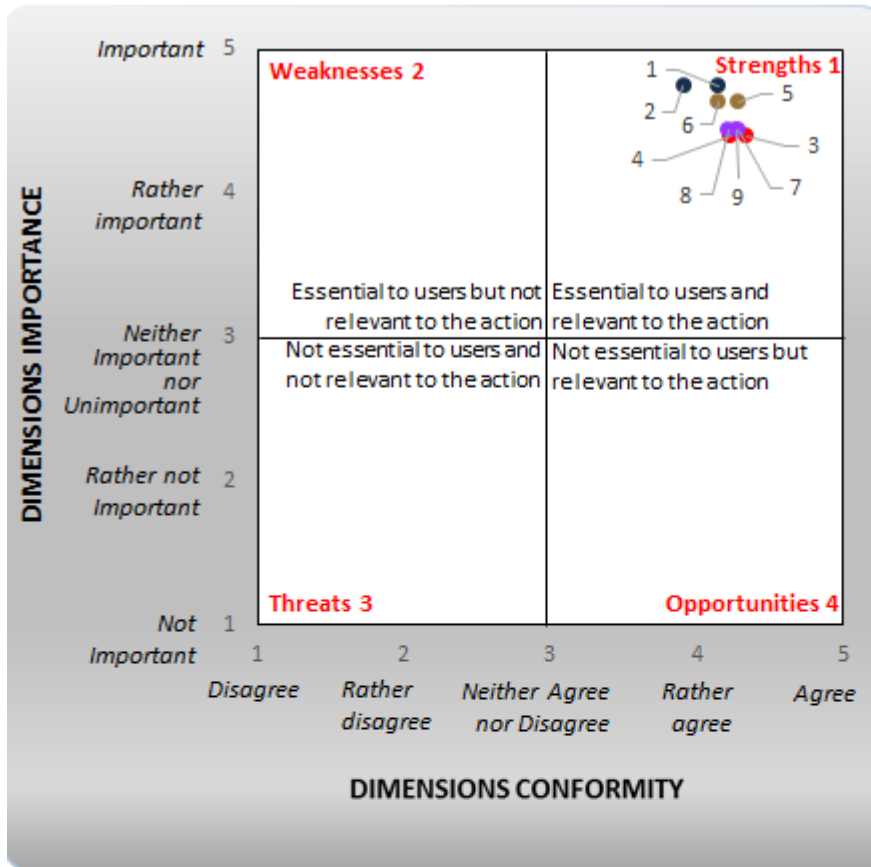
I. Usability (tools/services):

1 - The structure of the GENIS/future GENIS services provided is/should be clear and easy to follow

2 - The GENIS/future GENIS services are/should be well customised to the individual users' needs

II. Trust (Privacy):

3 - The data provided by users in the GENIS/future GENIS services are/should be archived securely

4 - The data provided in the GENIS/future GENIS services are used only/should only be used for the reason submitted

III. Performance:

5 - The GENIS/future GENIS services are/should be available and accessible whenever it is/they are needed

6 - GENIS/future GENIS performs/should perform the service successfully upon the first request

IV. Support:

7 - The support team showed/should show a sincere interest in solving users' problems

8 - The support team provided/should provide prompt replies to the users' inquiries

9 - The support team has/should have sufficient knowledge to answer users' questions

As seen in Figure 13, all eight Perceived Utility statements are evaluated as essential to the respondents and relevant to the action - all of them are located in the 1st quadrant and are identified as strengths of the services provided by GENIS.

FIGURE 13 – ACTION 1.11 PERCEIVED UTILITY ACTION STRENGTHS, WEAKNESSES, OPPORTUNITES AND THREATS
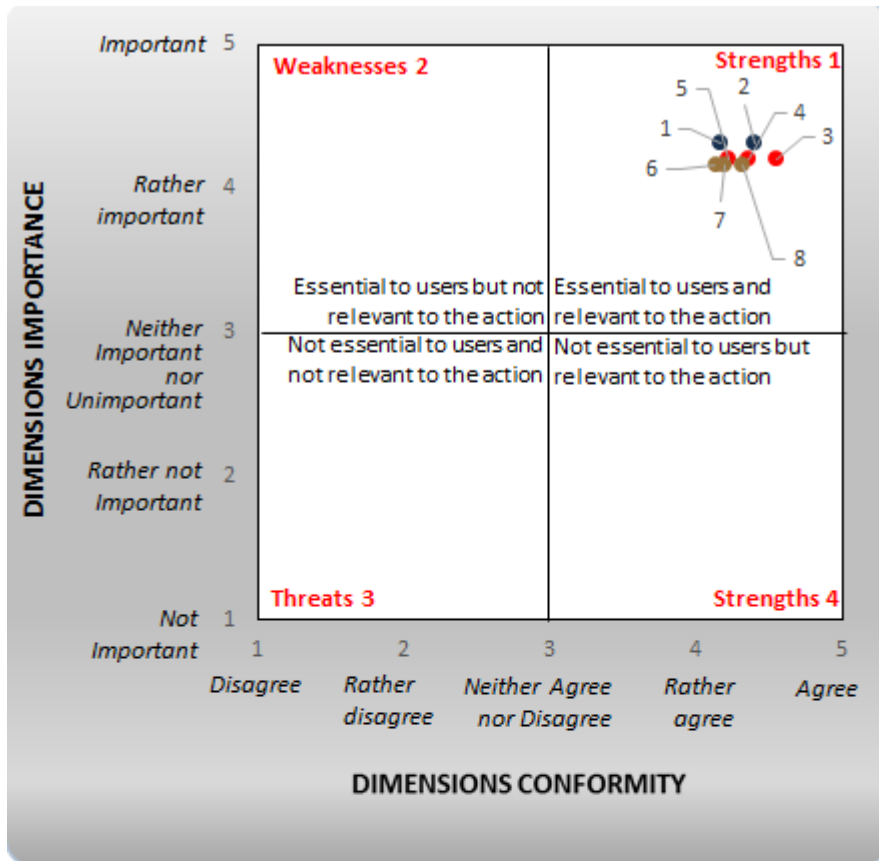
I. Potential Re-usability
1 - Overall, the results of the GENIS/future GENIS services help/should help save costs
2 - Overall, the results of the GENIS/future GENIS services help/should help save time
II. Sustainability:
3 - You plan/are planning to use the GENIS services in the future
4 - The GENIS/future GENIS services provide/should provide sustainable
solutions that will also be relevant in the future
5 - Overall, the GENIS/future GENIS services support/should support effective
reuse of services
III. Collaboration:
6 - The GENIS/future GENIS services allow/should allow successfully cooperate
with other public administrations/departments
7 - Overall, the GENIS/future GENIS services enable/should enable effective
electronic cross-border and cross-sector interactions
8 - The GENIS/future GENIS services support/should support the implementation
of European community policies and activities
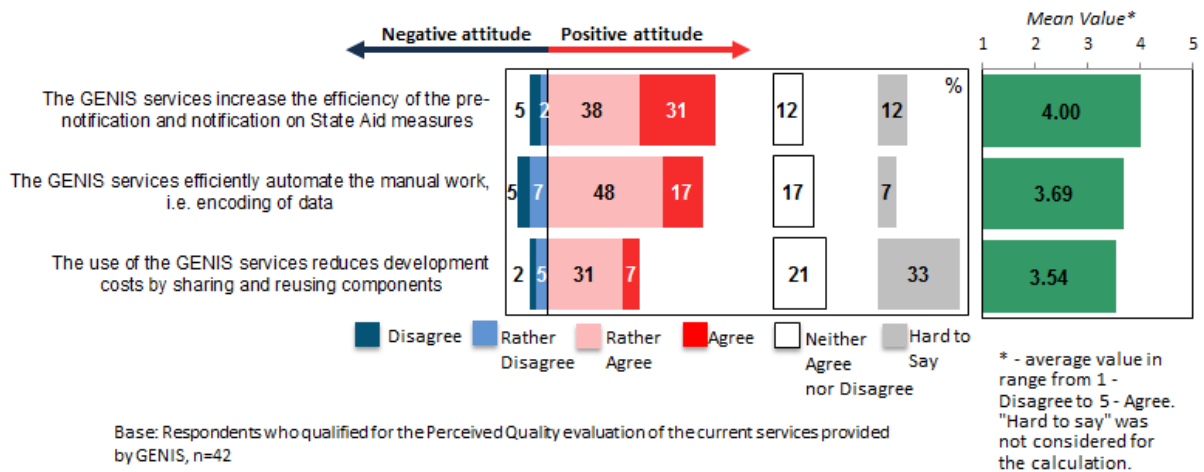
5.6 STATEMENTS BASED ON ACTION OBJECTIVES

For the purpose of describing the action's objectives, statements based on action objectives were designed for this survey. The respondents are 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 dimension 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 bars in blue represent 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 14 – ACTION 1.11 STATEMENTS BASED ON ACTION OBJECTIVES

Base: Respondents who qualified for the Perceived Quality evaluation of the current services provided by GENIS, n=42

The survey results demonstrate that the respondents evaluated the statements based on action objectives as relevant to the services provided by GENIS. The mean values are higher than the neutral value 3 – 'Neither Agree nor Disagree'. Respondents evaluated the following statement as the least conformable, meaning that additional work should be done to reduce the development costs:

- *'The use of the GENIS services reduces development costs by sharing and reusing components'*.

5.7 RESPONDENT RECOMMENDATIONS AND OPINIONS

This section provides an overview of the feedback received on the services provided by GENIS. 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 11 – ACTION 1.11 RECOMMENDATIONS PART 1

"Do you have any recommendations to improve "GENIS", taking into consideration the project as a whole including the current services provided by "GENIS" (SANI2, SARI or the eState Aid WIKI) and its future services (State Aid Recovery Calculator or State Aid Transparency data collection)?"
More flexibility in the utilities adopted for filling data in the SARI system.
create a working group with operators from different backgrounds of different countries to test GENIS
SANI2: It would be helpful if the local administrator on the regional level could cancel the submission to the national level to add changes to a GBER or standard notification form. Some of the required fields are not useful. For example, the field of the state aid amount for guaranties is not always in question. The notification forms should be updated. F.e.: It looks not professional that SANI2 mentions still the old GBER of 2008. At latest 2015 most of the applications fall under GBER 2014.
The "offices" should be easy to install and use. In the current SARI environment these filters work to divide the cases to the regional level, but if you want to further delegate towards state aid granting authorities within that region, the problems occur and users don't get the correct cases in their inbox. Especially for the new transparency tool, further delegation towards (regional) granting authorities should be easy to set up, as the central coordinator will no longer (as in SARI) be able to upload all the data for all the granting authorities. In the new transparency system, all granting authorities should be able to insert data for their own state aids.
I would like to see a little more flexibility, in order to keep legal individuality or national specificities. There are some points or questions, impossible to satisfy.
SARI should be developed more user-friendly - its user interface is not as user-friendly as that of SANI2 or WIKI. Also, the use of error alerts in SARI (at least in 2015) was very annoying and time-consuming. Please, include information from SANI into SANI2. Recommendations regarding GENIS future services might follow once they are developed.
SARI: It would be wonderful if there were one system, for COMP measures, AGRI measures and MARE measures. Now there are two 'areas': one for COMP and one for AGRI. Reporting about MARE measures has to be done via email. I would also recommend the same layout and user management for all systems.
We find it extremely important that additional options for "fast and smart search" to be introduced in SANI 2 - for example, like options of search "by year", as well as by different types of measures - the DG COMP measures to be divided by the measures of DG AGRI and DG MARE, "by name" of the measure. We find it very time consuming to find a measure without these options. We could suggest that some of the search options, introduced in the eState Aid WIKI could be used. 2. We would also would like to suggest that a "blank notification sheet" could be saved in word format, in order the Granting Authorities to be able to use is a template.
It could be handy if all the information on State aids would be submitted via one system, not in different systems. Currently, after the notification is submitted via SANI all the correspondence takes plays via secured e-mail system and afterwards aid amounts are reported in SARI. Would it be possible to create one solution/application for the whole process - MS authorities report State aid expenditure not only to DG COMP but also to DG trade in accordance with the WTO-rules. Although the underlying legal basis is different, in essence the same numerical information is submitted to SARI (DG COMP) and in a word-sheet format (DG TRADE).The main difference with the two reports is that in the WTO-reports the information on state aids for service sector need not be reported. It would be highly valuable to have the reporting exercises covered by one single application to avoid double work.

TABLE 12 – ACTION 1.11 RECOMMENDATIONS PART 2

"Do you have any recommendations to improve "GENIS", taking into consideration the project as a whole including the current services provided by "GENIS" (SANI2, SARI or the eState Aid WIKI) and its future services (State Aid Recovery Calculator or State Aid Transparency data collection)?"
It would be helpful for me if eState Aid WIKI has a section about services of general economic interest.
With regards to the SANI2 system - in the currently existing system there is no option for dividing the measures in the agriculture and fishery sectors from the ones in all the other sectors. Also, there is no option for searching measures by a year and by SA number. It would be very useful if such filters are added in SANI2.
SARI: In my experience, comments by MS are not always taken into account, there is room for improvement.
Simple handling, user-friendliness of the System and stability of the Software solution are the major strategic factors for success.
Improve interface with modern technology with the goal of rise the efficiency
As a regional administration (local administrator) we would appreciate an additional "validator profile".
Cross-platform support would really help - currently most government IT systems use older versions of MS Internet Explorer, which SARI, SANI2 etc. don't fully support.
SANI2: When users create a notification in SANI2 they are able to finalize without adding a signatory and validator to the case team. The notification cannot be submitted to the Commission and definalisation is not possible. So finalization should only be possible when the case team has been completed. -SANI2 should work in all services (eg Explorer is not supporting SANI2) -The correspondence MS-Commission after notification could be added to the SANI2 files. Then, the whole file is complete in one place and accessible for all parties involved. -The automatically generated e-mail 'you are added to a case team' is not specified to a notification. Therefore these e-mails are not useful. Add the title of the notification to this categories of e-mails.

"What are the main benefits or the most valuable things about the current services provided by "GENIS" (SANI2, SARI or the eState Aid WIKI) and its future services (State Aid Recovery Calculator or State Aid Transparency data collection)?"
Clear framework for State Aid measurement.
Member States really need a State Aid Recovery Calculator to exchange in a more efficient way, between the Member State and the Commission, the calculation of the recovery interest on the aid amount to recover.
Exchange of experiences and practices among EU Member States operators, lower system management costs, a general enrichment and streamlining procedures
Effective delegation towards individual state aid granting authorities
Same tool for every Member State. - Fix the needs of the Commission.
Effectiveness. Use of electronic messages (e.g. from national state aid coordinator to aid authorities) and filing of documents.
Expensive time
The most valuable thing about the current and future services is that it allows to observe the regulatory requirements.
Less paperwork and 'signatures' needed
SANI, SARI and the new state aid transparency module are required to fulfill a legal obligation and should have priority. E state aid WIKI (previously ECN-ET) has proven to be very useful in daily practice.
I have no responsibility in notifying or reporting state aid, so I can't say SANI2 or SARI are helpful for me. eState Aid WIKI is beneficial with the information about different individual cases and advises how should be interpret the meaning of the law.
SANI2 and SARI are user-friendly. In comparison to SANI and the former "SARI"-excel-sheets, the situation has definitely improved.
The main benefits are time saving and of course, in my task I am dependent on the functionality of sani2 and sari
We need direct contact with the Commission Services to ask questions related to state aid Regulation and to solve interpretation doubts. As well as access to questions already submitted by other administrations and the answer of the Commission (State Aid Wiki) - We would find very useful a tool to calculate the Gross Grant Equivalent of loans and guarantees according to de Minimis Regulations and the Exemption Regulations (GBER) - The better tool for us would be an application to rate the beneficiaries depending on their financial situation (in absence of rating provided by Agencies), to fulfill the requirements of the Guarantees Note and the Reference and Discount Rates. The most of the beneficiaries of our aid schemes are SME's that don't have a reference rate so it's really difficult for us to determine the reference rate for them. Banks use an application to score clients quickly in order to discern if in their situation, they deserve a credit card or a loan (low amount loans), and maybe, Commission could propose an application like that.
I'm really glad SANI2 is easier and clearer to use than SANI1!
We have seen an improvement in SANI2 on the first version. Same as SARI it is user friendly and easy to use.
Capability of immediate reporting, time saving, standardization of processes.

"Do you have any other recommendations to share with us?"
All my answers concern the SANI2. I asked the access to SARI as well few weeks ago, nobody answers me anything since that time. So what I would recommend is bettering the technical assistance in SARI.
Multi-browser support is a must.
The future State Aid Transparency data collection should be linked to SANI2 to feed itself data already inputted by Member States.

6 SURVEY CONCLUSION AND RECOMMENDATIONS

The objective of the survey was to evaluate the Perceived Quality and the Perceived Utility of Action 1.11 – Interoperable and Generic Notification Services. The survey was divided into two parts: evaluation of the current services provided by GENIS and evaluation of the future services. In the data analysis part the two sections were combined to analyse the GENIS services from an overall perspective. The following conclusions have been drawn based on the analysis performed:

o The services provided by the GENIS received a **positive Perceived Quality (3.84) and Perceived Utility (3.97) assessment.**

o Regarding the Perceived Quality and Perceived Utility, the results show that all dimensions (Support, Trust, Performance, Usability, Sustainability, Collaboration and Potential Re-usability) are conformable to the services provided by GENIS, however the Usability dimension is evaluated lower than the rest of the dimensions.

o 68% of the respondents said that they will use future services provided by GENIS, while only 7% said that they will not.

o Respondents are highly satisfied with the services provided by GENIS from the Perceived Utility perspective.

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

o Improvements should be made so the use of the GENIS services would reduce the development costs by sharing and reusing components.

o The services provided by GENIS could be better customised to the individual users' needs.

o The Usability of the services provided by GENIS should be improved, as the respondents evaluated it as the most important and the least conformable. The improvements which were recommended by the respondents would increase Usability.

7 APPENDIX

7.1 RAW DATA EXPORT

The attached file contains the survey result export.

Raw_data.xls

7.2 GLOSSARY

- 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[11] (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 for each case and divide that sum by the total number of cases;

- Mode[11] 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[11] 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[11] 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;