Task Performance Measurement

Class: ‘News, Publications, Events’

Baseline test (21 July – 1 Sept 2016) Analysis
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- Editorial, formatting, and spelling
- Clarification

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Configuration Management: Document Location

The latest version of this document is stored in the relevant class folder on \net1\ci\Public\1NEW Folder Structure\TPI
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I. Background

A central element in the creation of the Commission's new web presence is the building of a common, task-based information architecture. To ensure that such a common architecture would be accepted and actually implemented throughout the institution, a rigorous and inclusive process (starting in 2014) of user research and testing was conducted, involving both the DGs and the people using our websites. This process led to the establishment of a top-level architecture (highest level of menu labels), consisting of 15 classes giving access to the 77 Commission-wide user tasks collectively identified by all DGs and ranked through an online user poll.

The poll results revealed 6 user tasks as being the most important for respondents, irrespective of where they work and where they live. It also revealed in precise, statistical terms the main audiences interacting with the European Commission online.

Further polls have since been conducted to establish the most important subtasks underneath certain classes and tasks.

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1 A task is what people come to do on our website. Examples include applying for a research grant, finding details on a new legislative proposal, finding people (eg contacting a Commissioner), or looking for information about recruiting staff abroad.


Task performance measurement

A rigorous, task-based approach to the management of the new web presence requires continuous (iterative) testing and improvement, based on sound metrics that measure how easily and quickly our audiences can complete their tasks on the Commission's websites. These metrics are provided through task performance measurement tests resulting in an indicator known as the task performance indicator (TPI). Task performance measurement tests (per class) were launched in 2016. The first round of testing sets the baseline against which future performance of each class will be measured.

The testing process involves recording and analysing 15-20 one-on-one remote sessions (about 60 minutes) observing and measuring how well representative users can complete a prioritised set of task instructions. The instructions are real task scenarios based on a validated, ranked task list and developed together with DG stakeholders (see overview p. 12). Analysing the results of the tests reveals patterns in people’s behaviour as they seek to complete the tasks. These patterns allow us to make sense of the data. Testing with 15-20 people is required to get reliable and stable patterns.

Each participant starts the test from the same page. During the introduction, it is made clear to them that although the test starts from this page, they are free to use the internet as they would usually do (Google, Bing, etc.). To keep results comparable over iterations, the starting page needs to be repeatable. In the Commission, the agreed starting page is the Commission homepage: (ec.europa.eu/index_en.htm).

Using task performance measurement as a continuous-improvement management model offers clear benefits, including:

- **easily-understood indicators** of success, failure and time on task completion.
- **insight into both the current situation and how to improve it.** For example, where testing shows that a particular task has a success rate of 60%, the data will also show what caused the 40% of failures. Addressing and fixing the causes of failure should result in a clear improvement in the success rate when the task is tested again.
- **evidence-based action plan.** Between iterations, and based on the findings of the tests, an action plan can be made to improve content, usability and navigation, focusing on the most urgent issues first.

The aim is to work towards a 100% overall success rate and reduce the time for task completion.

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4 Prioritisation is based on evidence of user needs, balanced against the organisation’s goals.
The class News, Publications, Events

1. Tasks in the class

<table>
<thead>
<tr>
<th>Task #</th>
<th>Tasks</th>
<th>Total Vote</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>EU news, announcements, press releases</td>
<td>2.3%</td>
</tr>
<tr>
<td>12</td>
<td>Order, download an EU publication</td>
<td>2.1%</td>
</tr>
<tr>
<td>28</td>
<td>Conferences, summits, meetings, events</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

User research has shown that people looking for news often click on the label ‘Publications’, and people looking for publications often click on the label ‘News’. The composition of the class ‘News, Publications, Events’ recognizes these two mental models.

2. Audiences for the class

The chart below compares the mix of occupations for all respondents to the 2014 EC-wide poll, with those who selected the 3 tasks in the 'News, Publications, Events' class. Test participants were selected on the basis of this data.

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5 Data from work on the top-level architecture for the EC new web presence. Executive summary on building the information architecture: [http://ec.europa.eu/ipg/docs/digital_transformation/report_on_common_architecture_level_1_-_executive_summary.pdf](http://ec.europa.eu/ipg/docs/digital_transformation/report_on_common_architecture_level_1_-_executive_summary.pdf)

6 See annex 2
The differences in the chart above are presented more clearly in the chart below. We see e.g. that ‘Journalists, media professionals’ are 48% more interested in the class ‘News, Publications, Events’ than the average of all respondents to the 2014 poll.

3. Specific requirements from the Commission's Spokesperson's Service (SPP) regarding task no.9

The Commission’s Spokesperson’s Service requested a more detailed audience analysis for the task ‘EU news, announcements, press releases’, which is of particular interest to them.

The chart below compares the mix of occupations for all respondents to the 2014 EC-wide poll, with those who selected the task 'EU news, announcements, press releases'.
The differences in the chart above are presented more clearly in the chart below. The chart shows that 'Journalists, media professionals' are 140% more interested in 'EU news, announcements, press releases' than the average of all respondents to the 2014 poll.

'Teacher, professor, researcher (academia)' are almost 40% less interested in the task than the average.

This resulted in a request from the SPP to add additional test volunteers from the three occupations below that are of particular interest to them. In order to validate the mix of test user profiles, they required **half of the participants to be recruited from these three occupations** (see Annex 2: Test user profiles):

- Journalist, media professional
- Lawyer, legal professional
- Lobbyist, interest representative

After recruiting, there were 19 test volunteers, 11 of whom were considered to be the representative mix for the class (see Annex 2: Test user profiles).

**4. How to read the data in this report**

For each instruction, the report gives a success/failure rate. The success/failure has been measured using the representative mix of audience profiles for the class ‘News, Publications, Events’.

The success/failure rate is followed by detailed findings. These are an indication of how to improve the success rate and are based on patterns identified by observing all test volunteers.

The success/failure rates for the profile mix requested by the SPP are presented in Annex 4.
Test dates and starting page
The test took place between 21 July and 01 September 2016.

Below is a screenshot of the Commission homepage at the time of testing:
II. Detailed results and charts

A. Overall results for the class

Performance (success, failure, task completion time)

The analysis shows that over half the people are failing when they try to complete top news, publications, events tasks. We need to aim for a 100% success rate.
Overall findings

1. The political priorities (first set of links visible on the homepage) are often assumed to be the main navigation. However they rarely offer onward paths to solve the tasks being tested. Navigation is therefore often abandoned in favour of search.

2. EC search returns poor results for the following reasons:
   - titles appearing in search results are poor – using numbers, jargon and starting with general instead of specific information
   - titles are often too broad and vague
   - many titles appear to be exact duplicates, but may link to different pages
   - the search box is too small to see the full search string and correct any spelling mistakes
   - results are clogged with press releases, blog posts, irrelevant or old content, and events
   - no landing/overview/summary pages for top tasks appear in results.

3. Google search returns better results but the absence of landing/summary pages still made solving tasks difficult.

4. Many destination pages caused problems for people solving tasks, or slowed task completion times, due to:
   - confusing menus and links
   - blocks of text not broken up with subheadings, bullets, etc., making them difficult to scan
   - onward links to solve tasks often appear in blocks of text so are difficult to spot
   - people have to adapt to many different page layouts, with different designs for navigation and search, requiring more effort.
Overview of test instructions and results

Test instructions were validated on 20 June 2016 by Antje Collowald (COMM/SPP), Oscar Sanchez Benitez (COMM/SPP), Jens Mester (COMM/SPP), Krisztina Nagy (COMM), Evan Woods (COMM) and Akos Moskovits (COMM) prior to testing.

<table>
<thead>
<tr>
<th>Instruction</th>
<th>Success overall</th>
<th>Average success time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area ‘Environment’ were taken in June 2016?</td>
<td>36%</td>
<td>03:31</td>
</tr>
<tr>
<td>2. How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?</td>
<td>9%</td>
<td>04:02</td>
</tr>
<tr>
<td>3. Find the page where you can subscribe for the education and culture newsletter of the European Commission</td>
<td>91%</td>
<td>01:30</td>
</tr>
<tr>
<td>4. The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?</td>
<td>82%</td>
<td>02:16</td>
</tr>
<tr>
<td>5. Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?</td>
<td>36%</td>
<td>03:23</td>
</tr>
<tr>
<td>6. In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.</td>
<td>45%</td>
<td>02:51</td>
</tr>
<tr>
<td>7. Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels.</td>
<td>36%</td>
<td>02:25</td>
</tr>
<tr>
<td>8. What partnership was launched during the 5 July weekly meeting of the European Commissioners?</td>
<td>0%</td>
<td>/</td>
</tr>
</tbody>
</table>
B. Results by task instruction

**Instruction 1:** Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area ‘Environment’ were taken in June 2016?

1.1. Task reference

- Medium task 9 from ‘EC-wide’ poll 2014 (EU news, announcements, press releases)

The instruction is intended to test how easily people can find an item in the press release database (RAPID)

1.2. Correct answer and target page


Answer = 3 infringements
1.3. Performance

*Instruction 1:* Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area ‘Environment’ were taken in June 2016?
1.4. **Findings**

- No obvious navigation options from the Commission homepage
- The ‘Energy, Climate change, Environment’ landing page (accessed from the ‘Policies, information and services’ site) provides no obvious navigation options to infringements of EU law
- EC search returns poor results
- Fact sheet in ‘Rapid’ (answer page): structure and length lead to task failure or slow down task completion times
- DG ENVIRONMENT’s pages on ‘Infringement cases’ and ‘Statistics on environmental infringements’ offer no logical onward paths to the answer
- The infringement decisions database gives a different answer from the fact sheet (the answer page) yet is a logical destination when looking for infringement decisions. The distinction between ‘key decisions’ and ‘other decisions’ is not clear to users. **Given that the intention is to test the findability of an item in the press release database (RAPID), the instruction must be reviewed before retesting**
1. **No obvious navigation options from the Commission homepage.**

Several people scrolled up and down and then resorted to EC search having found no onward path.

Several others clicked on the labels/links below, assuming they would offer an onward path to June infringements. These people later also resorted to search.
2. The ‘Energy, Climate change, Environment’ landing page (accessed from the ‘Policies, information and services’ site) provides no obvious navigation options to infringements of EU law.

People arriving here scrolled up and down looking without success for a link relating to infringements of EU law in the field of Environment.
3. EC search returns poor results

The first result leads to the answer and appeared high in many other search results pages. Most people did not click on it.

The titles of these press releases lead from the general and should lead from the specific. Although the third result leads to the answer, the person does not click on it and tries to refine his search results using filters.
What is this press release about?

Misleading titles confuse users. The title of this search result looks promising, but in fact took the person to a list of infringements by policy areas within DG TAXUD only, not within the whole European Commission.

No autocorrect. Person writes ‘enviroment’ instead of ‘environment’.
4. Fact sheet in ‘Rapid’ (answer page): structure and length lead to task failure or slow down task completion times.

The structure of the page with long, dense blocks of text makes it difficult to scan. Many people landing on this page either left without finding the answer, or took a very long time to give the answer.
5. DG ENVIRONMENT’s pages on ‘Infringement cases’ and ‘Statistics on environmental infringements’ offer no logical onward paths to the answer.

Through search (Google/EC search), several people landed on two pages from DG ENVIRONMENT. The pages do not offer onward links to the answer, causing task failure or slowing down task completion times.

This page on ‘Infringement cases’ does not list cases from June 2016. One person said: “I don’t [see] an infringement case in June. This court case is from 2014.”

Many people expected to find the answer on this page.
6. The infringement decisions database gives a different answer from the fact sheet, yet is a logical destination when looking for infringement decisions. The distinction between ‘key decisions’ and ‘other decisions’ is not clear to users. This suggests the instruction must be reviewed.

After having selected the date and policy area ‘Environment’, the person concluded: “I think now I’m done...7 cases.”
**Instruction 2:** How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?

2.1. **Task reference**

- Medium task 9 from ‘EC-wide’ poll 2014 (EU news, announcements, press releases)

The instruction is intended to test how easily people can find a DG announcement.

2.2. **Correct answer and target page**


Answer = 36
2.3. **Performance**

*Instruction 2: How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?*
2.4. Findings

- People struggled with the Commission homepage;
  - political priorities were assumed to be main task navigation
  - the link ‘Departments (Directorates-General) and services’ was not used
- Search (both EC search and Google) was heavily used. Top search results often included the ‘department page’ on DG MARE, and DG MARE’s ‘TACs and quotas’ page, which were logical paths towards the answer. However the titles of these pages in the search results were not immediately recognised as useful, which slowed down task completion times.
- ‘Department page’ on DG MARE: confusing menus and links
- DG MARE’s ‘TACs and quotas’ page: confusing content, menus and links

1. Political priorities assumed to be main task navigation.

Several people clicked on “Internal Market” but the pages on this political priority have no clear onward links to solve the task.

People landing on the political priority ‘Internal Market’ all resorted to search to try to solve the task.
2. The link ‘Departments (Directorates-General) and services’ on the Commission homepage was not used, although it led towards the answer. Nobody used the link ‘Departments (Directorates-General) and services’ to solve this task. However people did search for ‘Fisheries department’ using EC search, indicating that they were looking for the relevant department page.
3. **Search (both EC search and Google) was heavily used.** Top search results often included the ‘department page’ on DG MARE, and DG MARE’s ‘TACs and quotas’ page, which were logical paths towards the answer. However the titles of these pages in the search results were not immediately recognised as useful, which slowed down task completion times.

**Unclear, jargon-based results (TACs).** TAC stands for ‘total allowable catch’. People often hesitated before clicking on this link.

**Duplicate titles.**

**Titles lead from the general, and should lead from the specific.**

Although the first result leads to the fisheries department, this person scrolled through all the search results and hesitated a long time before clicking on the first result.

**Titles lead from the general, and should lead from the specific.**
DG MARE’s ‘TACs and quotas’ page also appears as a top result in Google.
4. ‘Department page’ on DG MARE: confusing menus and links. The department page does not offer clear onward paths to the task ‘departmental announcements’.

Three people arriving on this page clicked on:

- ‘Latest’ in the left navigation
- ‘Maritime affairs and fisheries’ (under ‘Responsibilities’)
- ‘European Fisheries Control Agency’ (under ‘Related links’)

Nobody clicked on ‘News from this department’ under ‘Latest’ as a first choice. The confusing menus, links and design of this page led to task failure.
5. DG MARE’s ‘TACs and quotas’ page: confusing content, menus and links. The page offers no clear onward path to the answer. Several people left the page and tried to search for an onward path but were led back to the ‘TACs and quotas’ page. The page is dominated by blocks of text and lists of poorly-titled documents lacking summaries or overviews. Links are often lost in blocks of text. No participant was able to solve the task using the content or links on this page. People expect to find the latest departmental announcements in the context of the task (fish stocks).

The page heading contains the jargon term “TAC”.

The text in the central column has little value. If a citizen comes to a page from a link called “Fishing quotas” it is very likely that they want to know - What are the current fishing quotas? It is very unlikely that they want an explanation of how the Commission works out quotas as a first task.

The text is very small and difficult to read.

The first links in the main part of the page are all PDF’s. They all refer to historical “TAC and Quotas”. The most recent is from 2015. Despite this many participants opened the link which leads to a poster.

The heading for this paragraph convinced many participants they would be able to find an answer through the links below. No-one succeeded using these links.
Nobody clicked on ‘News and events’. People expect to find the latest news/announcements related to fish quotas in the context of the task (the main content of this page).

The News section covers all DG MARE news, and is not adapted to the context of the page (not task-based).

The left hand navigation contains the classification for the whole Fisheries Department. When someone comes to the Quotas page they should only see the navigation for Quotas. This forward facing navigational principle avoids the cluttered layout above and aids task completion.
**Instruction 3:** Find the page where you can subscribe for the education and culture newsletter of the European Commission

3.1. **Task reference**

- Medium task 9 from ‘EC-wide’ poll 2014 (EU news, announcements, press releases)

The instruction is intended to test how easily people can find a **DG newsletter**.

3.2. **Correct answer / target page**


Answer = the registration page
3.3. **Performance**

*Instruction 3: Find the page where you can subscribe for the education and culture newsletter of the European Commission*
3.4. **Findings**

This task performed very well. EC search and Google returned useful results. The DG Education & Culture homepage appeared prominently for logical search terms, and offered a clear path to the answer.

However, certain factors slowed down completion times:

- Many people explored the Commission homepage for some time without finding an obvious onward path
- Three people encountered error pages on their task journey

The DG ‘Education & Culture’ homepage has a relatively uncluttered appearance. One person said “Subscribe to our newsletter – it’s right here – it’s easy...to find”.

![DG Education & Culture homepage](image-url)
1. Three people encountered error pages on their task journey

A useful-looking Google search result led to the error pages below, slowing down completion times.
**Instruction 4:** The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?

4.1. **Task reference**

- Medium task 12 from ‘EC-wide’ poll 2014 (Order, download an EU publication)

The instruction is intended to test how easily people can find a Commission publication.

4.2. **Correct answer and target page**


Answer= ‘Overview – the spring 2016 forecast’
4.3. Performance

Instruction 4: The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?
4.4. Findings

This task performed very well. Participants mainly used search (Google and EC search) to solve this task. The term “economic forecast” in EC search produced the page “Economic forecasts - European Commission”. This page has a prominent and relatively clear link to the answer.

However, certain factors slowed down completion times:
- EC search returns poor results.
- DG ECFIN’s page on ‘economic forecast’: confusing menus, links and page structure.

1. EC search returns poor results and slows down completion times. Document titles are generally very poor, starting from the general instead of the specific. The use of promoted results would significantly improve the performance of this task.
Unclear, jargon-based results.

No autocorrect. Person writes ‘forcast’ instead of ‘forecast’. Autocorrect is particularly important for people who are not searching in their native language.

No autocorrect. Person writes ‘ecnomic’ instead of ‘economic’ which leads to ‘No results found’.
Very poor results for a logical search string, and use of the ‘date’ filter. The first result leads to a graph from the ‘Spring 2016 Economic Forecast...’ without an onward link to the publication itself.

Unclear, jargon-based results full of abbreviations.
2. DG ECFIN page on ‘economic forecast’: confusing menus, links and page structure

The summary at the top of the page does not provide onward links to solve the task. People have to scroll down to the bottom of the page to find the link to the publication.

Through EC search, one person arrived on this page about the ‘Spring 2015 Economic Forecast’. The page is located under the section ‘Economic forecasts’ (see left menu), but the navigation does not indicate how to get to the 2016 forecast. The person said: “I cannot understand why we have here ‘Economic forecasts’ [hovering over the left hand navigation] and there is nothing about 2016 but only 2015”.

Hardly anyone spotted the link in the section ‘Related publications’.
Most pdf files under the section ‘Documents’ have very unclear titles. The pdf file that links to the answer is titled ‘Full document’. Some people ignored this link at first, slowing down task completion times.
**Instruction 5:** Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?

### 5.1. Task reference

- Medium task 12 from ‘EC-wide’ poll 2014 (Order, download an EU publication)

The instruction is intended to test how easily people can find an **EU publication**.

### 5.2. Correct answer / target page

Answer = Investment - Fiscal responsibility - Structural reforms
5.3. **Performance**

*Instruction 5: Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?*
5.4. **Findings**

- No obvious navigation options from the Commission homepage
- People make no distinction between the European Commission and the EU: although an EU-level report was asked for, most people entered search strings in EC search without the terms ‘EU’ or ‘European Union’ (in Google they mostly included the term ‘EU’)
- EC search returns very poor results. The actual publication ‘The general activities report of the EU’ did not appear in top search results. All those who failed to complete the task, clicked on the wrong report “Annual activity report of the Secretariat-General” which appeared in the top search results
- The Commission webpage on ‘Activity reports 2015’ does not offer any onward links to the general activities report(s) of the European Union
- Google provides good results – most people who completed the task used Google.

1. **No obvious navigation options from the Commission homepage.** The Commission homepage offers no obvious onward paths to solve this task.

2. **People make no distinction between the European Commission and the EU.** This was clear from:

   - **Search strings entered in EC search:** the following search strings were entered in by people who failed to complete the task. More than half the time (8 cases out of 12), people left out the words ‘EU’ or ‘European Union’.
     - General activities report 2015 (by 6 participants)
     - General activities report for 2015
     - General activities EU report 2015
     - General activities report European union 2015
     - What are general activities in the EU
     - General activities 2015
     - General activities of the EU 2015

   - **People’s behaviour when encountering a Commission-level report (the Annual Activity Report of the Secretariat-General)**
3. **EC search returns poor results.** The search terms “general activities report” and “general activities report 2015” were most frequently used during the tests.

Almost everyone landed on this report from the Secretariat-General and thought they had an EU-level document.

After arriving on page 10 and finding no triangle, one person said “So obviously I have the wrong document...is there a difference between Secretariat-General and the European Union?”

The first result really confused participants. Most people clicked the first result and downloaded the report, navigated to page 10 and only then realised that this was not the right result.
Although ‘2015’ is in most search strings, activity reports of previous years come up in the search results.
Top EC search results for logical search strings included an activity report of the Secretariat-General, and a page listing all Commission activity reports of 2015. Neither offered any onward paths to the correct answer.
This very logical search string leads to a page by the Representation in Malta about the report whereas an EU-level landing/summary page would be a more appropriate top search result.
4. European Commission webpage on ‘Activity reports 2015’ does not offer any onward links to the answer.

Many people arrived on this page via EC search. This page lists Commission reports per DG/service/agency. The structure of the page obliged people to spend time scanning the long list item by item before realising that the EU general activities report was not included.
Duplicate titles make it hard to scan the page.

Titles lead from the general, making the page very hard to scan. All documents start with the same words ‘Activity report 2015’, which is already specified in the title.

What is the added value and purpose of this title?
5. Google provides good results and a helpful autocomplete function.

The top search result immediately leads to the answer.
Instruction 6: In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.

6.1. Task reference

- Small task 28 from ‘EC-wide’ poll 2014 (Conferences, summits, meetings, events)

The instruction is intended to test how easily people can find information on an upcoming Commission event.

6.2. Correct answer and target page


Answer: yes
6.3. **Performance**

*Instruction 6: In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.*
6.4. **Findings**

- No obvious navigation options from the Commission homepage to solve the task
- Internal jargon is an obstacle to task completion
- EC search returns poor results
- Commission page on ‘Events’: an unnecessary step in the task journey
- EU events calendar is confusing and difficult to use
- Pages leading to the answer (DG CNECT/DG JUST) are difficult to scan. Page content with large blocks of text either caused task failure or slowed task completion times.

1. **No obvious navigation options from the Commission homepage to a high level corporate event.**

2. **Internal jargon is an obstacle to task completion.** Words such as ‘Colloquium’ and ‘media pluralism’ in the event name were not easily understood. When hearing and reading the task instruction, one person (a UK-based lobbyist) said “Media pluralism – what on earth does that mean?”

Several people toured the homepage looking for an onward path. Most of them then resorted to search.
The word ‘Colloquium’ was not immediately understood to be an event.

It appeared prominently in all pages about the event, and therefore also in search results. This either resulted in task failure or slowed down task completion times.

3. EC search returns poor results.

The second result leads to the answer but many people did not immediately click on it.

The public consultation on the event appeared higher than the event itself. Several people clicked on it.
Dissatisfied with search results for ‘Media pluralism and democracy event november 2016’, this person adapted the search string to ‘events november 2016’ and filtered the results by ‘Media’. Many results have titles which are vague and use jargon.

She said, laughing: “Not satisfied with my results!”

No autocorrect. Autocorrect is particularly important for people who are not searching in their native language.
The search box is too small to see the full search string ‘Media pluralism and democracy event November 2016’.
4. **Commission page on ‘Events’:** an unnecessary step in the task journey

Instead of taking people directly to the upcoming events as stated in the text, this link takes people to an intermediate landing page on which they have to click on ‘Commission events’ again.

Duplicate and overlapping titles, which are not very helpful when the person has already clicked on ‘Events’ on a European Commission page.
5. EU events calendar is confusing and difficult to use. People arriving on the EU events calendar were confused by the page design, the limited dropdown list of topics and the relationship between the different search options. One person even said “There’s no search option”.

Confusing topics list. There is no topic associated with media pluralism or democracy. One person said: “This topic does not exist on this page”.

People tried to use the “by month” feature to navigate to November events. However, changing the month did not change the events displayed.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 26</td>
<td>20th European Forum on eco-innovation, Tallinn, Estonia</td>
</tr>
<tr>
<td>October 28</td>
<td></td>
</tr>
<tr>
<td>November 2</td>
<td>Business delegation to Vietnam, Singapore, and Indonesia: Call for expression of interest</td>
</tr>
<tr>
<td>November 14</td>
<td>International product safety week, Brussels, Belgium</td>
</tr>
<tr>
<td>November 15</td>
<td></td>
</tr>
<tr>
<td>November 17</td>
<td>2016 annual colloquium on fundamental rights: Media pluralism in democratic society, Brussels, Belgium</td>
</tr>
<tr>
<td>December 5</td>
<td>European nuclear safeguards training seminar, Brussels, Belgium</td>
</tr>
<tr>
<td>December 9</td>
<td>The European Vocational Skills Week</td>
</tr>
</tbody>
</table>
6. **Pages leading to the answer (DG CNECT/DG JUST) difficult to scan.** Page content with large blocks of text either caused task failure or slowed task completion times.

People landing on this page often missed the onward link which is hidden in a dense block of text.

Two people clicked on the image, assuming it was a link.
Several people landed on this page but did not spot the answer. One person said: “Honestly, I do not find if I can...watch it online or not.”

- The illustration serves no purpose and is a distraction
- The page is dominated by dense blocks of text.

Media pluralism and democracy
17-18 November 2016, Brussels

On 17-18 November 2016, the second Annual Colloquium on Fundamental Rights will be held in Brussels. The 2016 Colloquium on Fundamental Rights will focus on “Media pluralism and democracy”. First Vice-President Frans Timmermans, Commissioner Günther Oettinger, and Commissioner Jourova will lead discussions with a wide range of experts on the key role in democratic societies of a free and pluralist media, and in particular digital media.

The Colloquium will bring together, in an interactive roundtable discussion, EU institutions and Member States, NGOs, journalists, media representatives, companies and key academics and international organisations to reflect on a wide range of topics. These include, among others:

- how to protect and promote media freedom and independence from state intervention and from undue political or commercial pressures;
- how to empower journalists and protect them from threats of physical violence or hate speech;
- the role of media and ethical journalism in promoting fundamental rights;
- how can a pluralistic media environment foster political debate on crucial issues for democratic societies.

Programme

View the programme (696 kB)

Participation

The Commission Colloquia take the form of a round table interactive discussion with a limited number of key stakeholders to ensure that the diversity of voices around the table can be heard and in order to allow for a lively debate and an open exchange of views. Given the format of the event, participation is by invitation only.

The event will be web streamed to enable all interested persons to follow the discussions live. Participation via Twitter will also be possible.

Public consultation

A public consultation is open to all until 2 July 2016 (deadline extended) to gather input for the preparation of the discussions. Please use the following link to submit your contribution.

Background on Commission Colloquium on Fundamental Rights

The Commission’s Annual Colloquium on fundamental rights aim at improving mutual political engagement for the promotion and protection of fundamental rights in EU dialogue around fundamental rights issues where a variety of actors, including the public, can get together around the same table and discuss concrete and workable actions to improve the fundamental rights situation in the EU.

The Commission’s first Annual Colloquium on fundamental rights took place in October 2015. It focussed on “Tolerance and respect: preventing and combating antisemitism and anti-Muslim hatred in Europe”. It led to a concrete set of actions to encourage a culture of inclusive tolerance and respect in the European Union. Progress on the implementation of these actions will be reported in the 2015 Report on the application of the EU Charter of Fundamental Rights, which the Commission will adopt on 19 May 2016.

Further information

Dedicated hashtag, web streaming and all relevant Colloquium documents will be published on the event’s website. Watch this space!
**Instruction 7:** Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels.

### 7.1. Task reference

- Small task 28 from ‘EC-wide’ poll 2014 (Conferences, summits, meetings, events)

The instruction is intended to test how easily people can find the **proceedings, recording or minutes of a past Commission event.**

### 7.2. Correct answer and target page

http://ec.europa.eu/avservices/video/player.cfm?ref=I119589
7.3. **Performance**

*Instruction 7: Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels*
7.4. Findings

- The political priorities (homepage main navigation) are often assumed to be the main task navigation
- EC search returns poor results
- Promotional slideshow about the Natura 2000 award ceremony 2016 on Youtube leads to task failure
- DG ENVIRONMENT pages on the Natura 2000 award difficult to scan. Page structure caused task failure or slowed task completion times

1. The political priorities (homepage main navigation) are often assumed to be the main task navigation.

Two people clicked on “Energy Union and Climate” but the pages on this political priority have no clear onward links to the answer. Both people resorted to EC search.
2. EC search returns poor results.

The search string includes the date ‘23 May 2016’ but the dates highlighted in most search results are from July 2016.

What is the logic determining which keywords are highlighted? These words are not highlighted although they are in the search string.
Older pages appear at the top of the search results.

Titles lead from the general, and should lead from the specific.

The third result leads to the answer, but the date mentioned in the title (2016) does not correspond to the date mentioned underneath (2015). This participant did not click on any of these results.
The first result for this very logical search string leads to a page about a different conference held on 23 May 2016. The participant doesn’t notice, finds the wrong video and provides the wrong answer.
3. Promotional slideshow about the Natura 2000 award ceremony 2016 on Youtube leads to task failure.

Several people arrived at a promotional slideshow of photos of the event via Google. Although the slideshow is not a recording of the event, most people assumed it was. The slideshow also does not mention the winners.
4. **DG ENVIRONMENT pages on the Natura 2000 award difficult to scan.** Page structure caused task failure or slowed task completion times.

Some people clicked on this image, which links to a Youtube slideshow on the event, not the recording.

The link to the answer is hard to spot, leading to task failure or slowing down task completion times.

**Duplicate content**
Both these pages contain:
- the same quote from the Commissioner’s speech
- the list of winners
- the same images.
Some people landed on this press release about the event through EC search and missed the onward link at the bottom of the page.
**Instruction 8:** What partnership was launched during the 5 July weekly meeting of the European Commissioners?

### 8.1. Task reference

- Medium task 9 from ‘EC-wide’ poll 2014 (EU news, announcements, press releases)

The instruction is intended to test how easily people can find a news report on a weekly Commissioners’ meeting.

### 8.2. Correct answer / target page


Answer = Public-Private Partnership on cybersecurity
8.3. Performance

Instruction 8: What partnership was launched during the 5 July weekly meeting of the European Commissioners?
8.4. **Findings**

- No obvious navigation options from the Commission homepage
- EC search returns poor results
- ‘Register of documents’ database: confusing page layout and internal jargon used in document titles
- ‘Agenda for the 5th July meeting’ page: no obvious onward path to solve the task.

1. **No obvious navigation options from the Commission homepage.**

   Some people scrolled up and down and then resorted to EC search having found no onward path. Several others clicked on the labels/links below, assuming they would offer an onward path.

   Nobody clicked on ‘All news’, which was a possible route to the answer.
This person searched for “weekly meeting european commissioners” on the Commission homepage.

2. EC search returns poor results.

None of the top 5 results leads to the task answer.

Titles too broad and vague.

Duplicate titles.
Very poor results for a logical search string ‘commissioners meeting 5 July 2016’.

Most people did not mention ‘2016’ in the search string, indicating that they expect only current-year results to be provided. Google provided only current-year results even if ‘2016’ was not mentioned.

Results from 2012 and 2015?

Results from 1980?

Title too broad and vague.

Title too broad and vague.

Title too broad and vague.
No autocorrect. Person writes 'commision' instead of 'commission'. This person resorted to Google and entered the same search string. Google ignored the spelling mistake (see below).

Unclear, jargon-based results full of abbreviations.

European Commission - PRESS RELEASES Last 7 days europa.eu/rapid/lastest-press-releases.htm • Превод на страницата
European Commission - Press release Brussels, 20 July 2016 The European... new aid for the war-torn country worth €194 million (USD 215.5 million).
3. ‘Register of documents’ database: confusing page layout and internal jargon used in document titles

Top search results for logical search strings led to a page which was a list of search results in the "Register of Commission documents": a database of documents relating to College of Commissioners' meetings.
6 people arrived in this database, either on a page with a list of meeting minutes, or a page with a list of meeting agendas. The pages have a number of usability issues. All failed to complete the task.

Results are presented in French (no warning of a change of language or offer of other languages is presented)

All document titles start with a code including the French abbreviations ‘PV’ (Procès Verbal) or ‘OJ’ (Ordre du Jour).
4. ‘Agenda of the Commissioners’ page: no obvious onward path to solve the task.

Several participants tried to navigate to the answer via the Commission homepage following the path below.

On the Commissioners page they clicked on the link for Agenda.

When using the date filter, many events happening at the same date are displayed.

Most of the calendar items are not clickable.
Calendar items are hard to scan due to:

- Use of jargon words (‘college meeting’ and ‘college of commissioners’) instead of ‘commissioners meeting’.
- Absence of meeting subject.
- Items starting with a verb in third person singular (‘speaking’, ‘addresses’, ‘takes part’, etc). Who is being referred to?

This agenda item mentions the answer. This person complained that he could not click to see the agenda item in more detail.
### Annex 1: EC-wide top task poll results, 2014

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Votes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. EU law, rules, treaties, judgments</td>
<td>83931</td>
</tr>
<tr>
<td>2. Research and innovation</td>
<td>83306</td>
</tr>
<tr>
<td>3. Funding, grants, subsidies</td>
<td>79414</td>
</tr>
<tr>
<td>4. Education and training in EU</td>
<td>59623</td>
</tr>
<tr>
<td>5. EU strategy, political priorities</td>
<td>45331</td>
</tr>
<tr>
<td>6. Environmental protection</td>
<td>44921</td>
</tr>
<tr>
<td>7. Jobs, traineeships at the European Commission</td>
<td>40358</td>
</tr>
<tr>
<td>8. Find a job in another EU country</td>
<td>37657</td>
</tr>
<tr>
<td>9. EU news, announcements, press releases</td>
<td>36809</td>
</tr>
<tr>
<td>10. Human rights, fundamental rights</td>
<td>35274</td>
</tr>
<tr>
<td>11. Working in an EU country (rights, permits, benefits)</td>
<td>34986</td>
</tr>
<tr>
<td>12. Order, download an EU publication</td>
<td>33794</td>
</tr>
<tr>
<td>13. Track policy and law making process, updates</td>
<td>33558</td>
</tr>
<tr>
<td>14. Statistics and forecasts</td>
<td>32983</td>
</tr>
<tr>
<td>15. About the European Union (role, structure, how it works, origin)</td>
<td>30065</td>
</tr>
<tr>
<td>16. Food and farming (production and safety)</td>
<td>27703</td>
</tr>
<tr>
<td>17. Climate change, global warming</td>
<td>26932</td>
</tr>
<tr>
<td>18. Regional, rural and urban development</td>
<td>25764</td>
</tr>
<tr>
<td>19. Freedom of information (transparency, access to documents)</td>
<td>25157</td>
</tr>
<tr>
<td>20. About the European Commission (role, structure, how it works)</td>
<td>24866</td>
</tr>
<tr>
<td>21. Product safety, conformity, certification</td>
<td>24660</td>
</tr>
<tr>
<td>22. National implementation of EU law, infringements</td>
<td>24326</td>
</tr>
<tr>
<td>23. Public health, disease prevention</td>
<td>23933</td>
</tr>
<tr>
<td>24. Culture (heritage, arts, films, Capitals of Culture)</td>
<td>23907</td>
</tr>
<tr>
<td>25. Doing business in the EU</td>
<td>23650</td>
</tr>
<tr>
<td>26. Economic growth, financial stability in EU (crisis, assistance to member states)</td>
<td>23215</td>
</tr>
<tr>
<td>27. Doing business with the European Commission (calls for tenders, bids)</td>
<td>23021</td>
</tr>
<tr>
<td>28. Conferences, summits, meetings, events</td>
<td>22111</td>
</tr>
<tr>
<td>29. Industry norms and standards</td>
<td>21474</td>
</tr>
<tr>
<td>30. Employing people (recruitment, terms and conditions, redundancies)</td>
<td>21103</td>
</tr>
<tr>
<td>31. Recognition of educational, professional qualifications</td>
<td>20677</td>
</tr>
<tr>
<td>32. Energy efficiency</td>
<td>20226</td>
</tr>
<tr>
<td>33. Travel within, to and from EU (documents, visa, consular help, currencies)</td>
<td>19166</td>
</tr>
<tr>
<td>34. Moving to another EU country (residence formalities)</td>
<td>17958</td>
</tr>
<tr>
<td>35. Banking and financial markets (reform, regulation)</td>
<td>17895</td>
</tr>
<tr>
<td>36. Relations with non-EU countries, international organisations (diplomacy, cooperation agreements)</td>
<td>17895</td>
</tr>
<tr>
<td>37. Languages in the EU (diversity, translation, interpreting)</td>
<td>17295</td>
</tr>
<tr>
<td>38. Competition (state aid, cartels, mergers, anti-trust)</td>
<td>16638</td>
</tr>
<tr>
<td>39. Development and humanitarian aid</td>
<td>16625</td>
</tr>
<tr>
<td>40. Healthcare in another EU country</td>
<td>16114</td>
</tr>
<tr>
<td></td>
<td>Topic</td>
</tr>
<tr>
<td>---</td>
<td>------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>41</td>
<td>Contact European Commission, European Union</td>
</tr>
<tr>
<td>42</td>
<td>Trade with non-EU countries (import, export, agreements, anti-dumping)</td>
</tr>
<tr>
<td>43</td>
<td>Loans, access to finance, microfinance</td>
</tr>
<tr>
<td>44</td>
<td>Initiate, contribute to law making (public consultations, citizen's initiative)</td>
</tr>
<tr>
<td>45</td>
<td>Public procurement (contracts with public authorities, governments)</td>
</tr>
<tr>
<td>46</td>
<td>Euro (coins, notes, eurozone, Economic and Monetary Union)</td>
</tr>
<tr>
<td>47</td>
<td>Intellectual property, copyright, trademarks, patents</td>
</tr>
<tr>
<td>48</td>
<td>Customs, tariffs, quotas, duties</td>
</tr>
<tr>
<td>49</td>
<td>Privacy, data protection</td>
</tr>
<tr>
<td>50</td>
<td>Consumer and passenger rights</td>
</tr>
<tr>
<td>51</td>
<td>EU labels (eco labels, quality labels, audits)</td>
</tr>
<tr>
<td>52</td>
<td>Immigration into the EU (asylum, reuniting family, integration)</td>
</tr>
<tr>
<td>53</td>
<td>EU budget</td>
</tr>
<tr>
<td>54</td>
<td>EU vocabulary and abbreviations</td>
</tr>
<tr>
<td>55</td>
<td>Voting in the EU</td>
</tr>
<tr>
<td>56</td>
<td>Crime, fraud, corruption, human trafficking</td>
</tr>
<tr>
<td>57</td>
<td>Security, defence (terrorism, sanctions, critical infrastructure)</td>
</tr>
<tr>
<td>58</td>
<td>Chemicals (approval)</td>
</tr>
<tr>
<td>59</td>
<td>Volunteering opportunities</td>
</tr>
<tr>
<td>60</td>
<td>Corporate social responsibility for business</td>
</tr>
<tr>
<td>61</td>
<td>E-government</td>
</tr>
<tr>
<td>62</td>
<td>Taxation, excise (not VAT)</td>
</tr>
<tr>
<td>63</td>
<td>Accession of new countries to the EU, enlargement</td>
</tr>
<tr>
<td>64</td>
<td>VAT (Value Added Tax)</td>
</tr>
<tr>
<td>65</td>
<td>Judicial cooperation between EU countries, recognition of judgments</td>
</tr>
<tr>
<td>66</td>
<td>Pensions, retirement in another EU country</td>
</tr>
<tr>
<td>67</td>
<td>Transport safety (air, road, banned airlines)</td>
</tr>
<tr>
<td>68</td>
<td>Complaints to the European Commission</td>
</tr>
<tr>
<td>69</td>
<td>Resource security (oil, gas, raw materials)</td>
</tr>
<tr>
<td>70</td>
<td>Family (marriage, divorce, partnerships, adoption)</td>
</tr>
<tr>
<td>71</td>
<td>Emergencies, disasters, civil protection</td>
</tr>
<tr>
<td>72</td>
<td>Visit EU institutions, guided tours</td>
</tr>
<tr>
<td>73</td>
<td>European Commissioner profiles</td>
</tr>
<tr>
<td>74</td>
<td>Goods allowed when crossing borders (alcohol, cigarettes, cash, pets)</td>
</tr>
<tr>
<td>75</td>
<td>Driving licence validity in EU countries</td>
</tr>
<tr>
<td>76</td>
<td>Vehicles (buying, selling, registration, taxes, insurance)</td>
</tr>
<tr>
<td>77</td>
<td>President of the Commission (profile, agenda)</td>
</tr>
</tbody>
</table>
Annex 2: Test user profiles

Recruiting participants for TPI testing

To establish an adequate picture of task performance, 15 answers are required for each instruction. To ensure this, 15-18 participants must be recruited for each testing round.

Participants are recruited from a pool of people who have participated in previous polls and surveys (thereby giving their profile information) and who have volunteered to participate in future testing by giving their email address.

Some or all of the following profile elements are known for each volunteer (depending on the poll/survey they took part in):

- Language preferences (first and 2nd language choices)
- Country of residence
- Employment status (employed, self-employed, unemployed, student, retired)
- Workplace (private/public/NGO)
- Occupation (for example: Journalist, teacher, lawyer, etc.)
- Frequency of web visits
- Age
- Private or professional use
- Most important/relevant user tasks
- Interest areas (can be multiple)

All this data is held in a database.

TPI testing is done per class. This means that the recruitment pool consists of all volunteers who voted for one of the tasks included in the class. This pool is statistically analysed to identify the mix of profiles, focusing on the two elements 'occupation' and 'frequency of web visits'. The percentage of each major occupation is assigned a proportionate number in relation to the total number sought (15-18 participants per testing round). The actual mix of test participants should be as close as possible to the representative mix thus identified.

On the basis of this representative mix, specific volunteers are identified and invited (by personalised email) to participate in the testing round. The actual tests are scheduled bilaterally through email exchange with each participant. If a participant fails to show up for

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7 Depending on the survey, data on occupation varies.

8 For certain classes, analysis might show that another element is also important, e.g. 'age' for the class 'education'.

9 At this stage, the list of participants is also checked to ensure a proportionate distribution of the aggregated profile elements 'EU/Non-EU' and 'workplace' (public/private/NGO).
the test or there are insurmountable technical difficulties, a replacement participant is found with the same profile.

Ideal mix of profiles & actual mix:

<table>
<thead>
<tr>
<th>Profile mix for the class</th>
<th>Profile mix requested by SPP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>EC-wide 2014 poll results</td>
</tr>
<tr>
<td>Occupation</td>
<td></td>
</tr>
<tr>
<td>Economist</td>
<td>8%</td>
</tr>
<tr>
<td>Journalist, media professional</td>
<td>5%</td>
</tr>
<tr>
<td>Lawyer, legal professional</td>
<td>10%</td>
</tr>
<tr>
<td>Lobbyist, interest representative</td>
<td>5%</td>
</tr>
<tr>
<td>Policy maker</td>
<td>7%</td>
</tr>
<tr>
<td>Teacher, professor, researcher (academia)</td>
<td>24%</td>
</tr>
<tr>
<td>Business</td>
<td>27%</td>
</tr>
<tr>
<td>Non-business</td>
<td>2%</td>
</tr>
<tr>
<td>Other professional</td>
<td>11%</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
</tr>
<tr>
<td>Frequency of web visit</td>
<td></td>
</tr>
<tr>
<td>Daily</td>
<td>15%</td>
</tr>
<tr>
<td>Weekly</td>
<td>35%</td>
</tr>
<tr>
<td>Monthly</td>
<td>21%</td>
</tr>
<tr>
<td>Infrequently</td>
<td>18%</td>
</tr>
<tr>
<td>First time</td>
<td>7%</td>
</tr>
<tr>
<td>Total</td>
<td>15</td>
</tr>
<tr>
<td>Employment status</td>
<td></td>
</tr>
<tr>
<td>Employed</td>
<td>59%</td>
</tr>
<tr>
<td>Self-employed</td>
<td>12%</td>
</tr>
<tr>
<td>Student</td>
<td>9%</td>
</tr>
<tr>
<td>Total</td>
<td>15</td>
</tr>
<tr>
<td>Workplace</td>
<td></td>
</tr>
<tr>
<td>Private companies</td>
<td>48%</td>
</tr>
<tr>
<td>Public institutions</td>
<td>43%</td>
</tr>
<tr>
<td>Non-profit</td>
<td>14%</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
</tr>
<tr>
<td>EU / non-EU</td>
<td></td>
</tr>
<tr>
<td>EU</td>
<td>88%</td>
</tr>
<tr>
<td>Rest of Europe</td>
<td>14%</td>
</tr>
<tr>
<td>Total</td>
<td>15</td>
</tr>
</tbody>
</table>
Annex 3: Stability of results

1. Results for the 11 test volunteers considered to be the representative mix for the class ‘News, Publications, Events’

2. Results for the profile mix requested by the SPP
Annex 4: Results and charts for profile mix requested by SPP

For detailed findings, please refer to the main report.

A. Overall results

Performance (success, failure, task completion time)

The analysis shows that over half the people are failing when they try to complete top news, publications, events tasks. We need to aim for a 100% success rate.
# B. Overview of test instructions and results

<table>
<thead>
<tr>
<th>Instruction</th>
<th>Success overall</th>
<th>Average success time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area 'Environment' were taken in June 2016?</td>
<td>32%</td>
<td>03:10</td>
</tr>
<tr>
<td><strong>2</strong> How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?</td>
<td>5%</td>
<td>04:02</td>
</tr>
<tr>
<td><strong>3</strong> Find the page where you can subscribe for the education and culture newsletter of the European Commission</td>
<td>89%</td>
<td>01:30</td>
</tr>
<tr>
<td><strong>4</strong> The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?</td>
<td>89%</td>
<td>02:15</td>
</tr>
<tr>
<td><strong>5</strong> Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?</td>
<td>53%</td>
<td>03:20</td>
</tr>
<tr>
<td><strong>6</strong> In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.</td>
<td>58%</td>
<td>03:01</td>
</tr>
<tr>
<td><strong>7</strong> Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels.</td>
<td>53%</td>
<td>01:39</td>
</tr>
<tr>
<td><strong>8</strong> What partnership was launched during the 5 July weekly meeting of the European Commissioners?</td>
<td>17%</td>
<td>01:57</td>
</tr>
</tbody>
</table>
C. Results by task instruction

Instruction 1: Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area ‘Environment’ were taken in June 2016?
Instruction 2: How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?
Instruction 3: Find the page where you can subscribe for the education and culture newsletter of the European Commission
Instruction 4: The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?
Instruction 5: Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?
Instruction 6: In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.
Instruction 7: Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels
Instruction 8: What partnership was launched during the 5 July weekly meeting of the European Commissioners?