



## Usability study in the context of the use of European Legislation Identifier (ELI)

*This usability study has been undertaken in the frame of the ELI action with the support of ISA<sup>2</sup>. ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services for the benefit of public administrations, businesses and citizens across the EU ([https://ec.europa.eu/isa2/actions/facilitating-exchange-legislation-data-europe\\_en](https://ec.europa.eu/isa2/actions/facilitating-exchange-legislation-data-europe_en)).*

*ISA<sup>2</sup> supports a large range of actions and solutions. The ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.*



## Context and objectives

- This usability study was undertaken on the initiative of the ELI Taskforce and coordinated by the Publications Office. For more information on the ELI initiative see: <http://eurlex.europa.eu/eli>
- The purpose of this usability study was to gain deeper insight into the needs of national legal information system users regarding access to information on transposition of EU legislation.
- The study should identify users, their requirements and expectations.
- It should also determine what enhancements, building on ELI implementations, could be developed to meet usability interests.
- This information should provide national legislation publishers with information on user needs and possibilities for use of ELI to support these needs.





# Phase 1: Research





# Interview & Survey

## ■ Interviews

- A maximum of 15 interviews
  1. Stakeholders in the ELI programme
  2. Users
- Collect insights on:
  - Main goals of implementing ELI on the national websites
  - User profiles
  - Required information
  - Available information now
  - User requirements <> ELI

## ■ A user survey on the national websites

- 4 questions:
  - Reason to visit the website/webpage
  - Profile questions
  - Knowledge about ELI
  - Recruiting for future user tests





## User survey questions

- When looking up information on a national law, what information relating to this transposition would you like to find on our website?
- When researching European directives, what transposition information would interest you?
- What could this transposition information help you to achieve? Or what extra insights might this provide?
- When looking for transposition information now, do you:
  - usually start from the European directive, wanting to find out if it has been transposed by a national law?
  - usually start from a specific national law, wanting to find out if it transposes some EU legislation?
- Profile question



# 2. SURVEY RESULTS



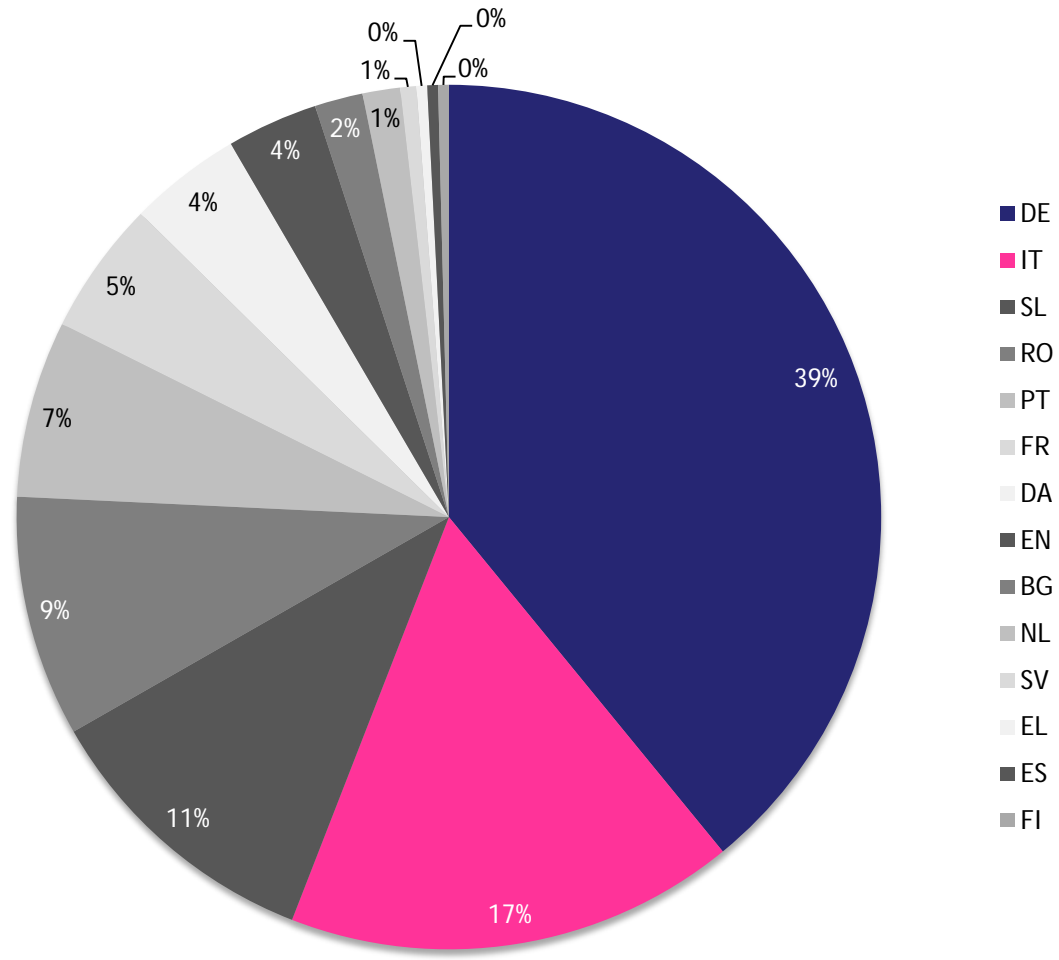
# User survey results

■ 1492 respondents

■ Respondent's language\* :

- Not specified: 992
- German: 195
- Italian: 84
- Slovenian: 54
- Romanian: 45
- Portuguese: 33
- French: 25
- Danish: 21
- English: 17
- Bulgarian: 9
- Dutch: 7
- Swedish: 3
- Greek: 2
- Spanish: 2
- Finnish: 2

## Respondent's language (if specified)



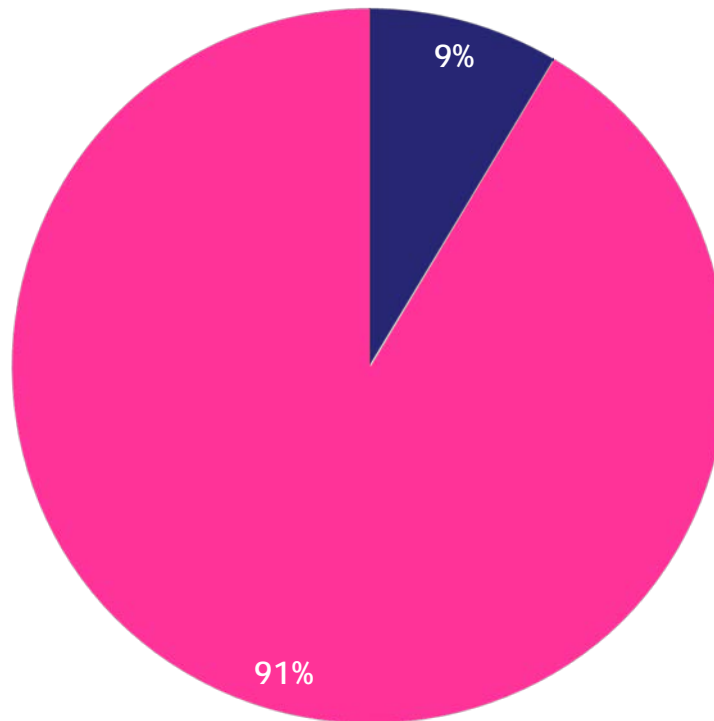
\* Automated language detection by Google Translate



# Interest in transposition information

ARE YOU INTERESTED IN FINDING THIS TRANSPOSITION INFORMATION ON THIS WEBSITE?

■ No, that kind of information is not useful for me    ■ Yes, that would be helpful

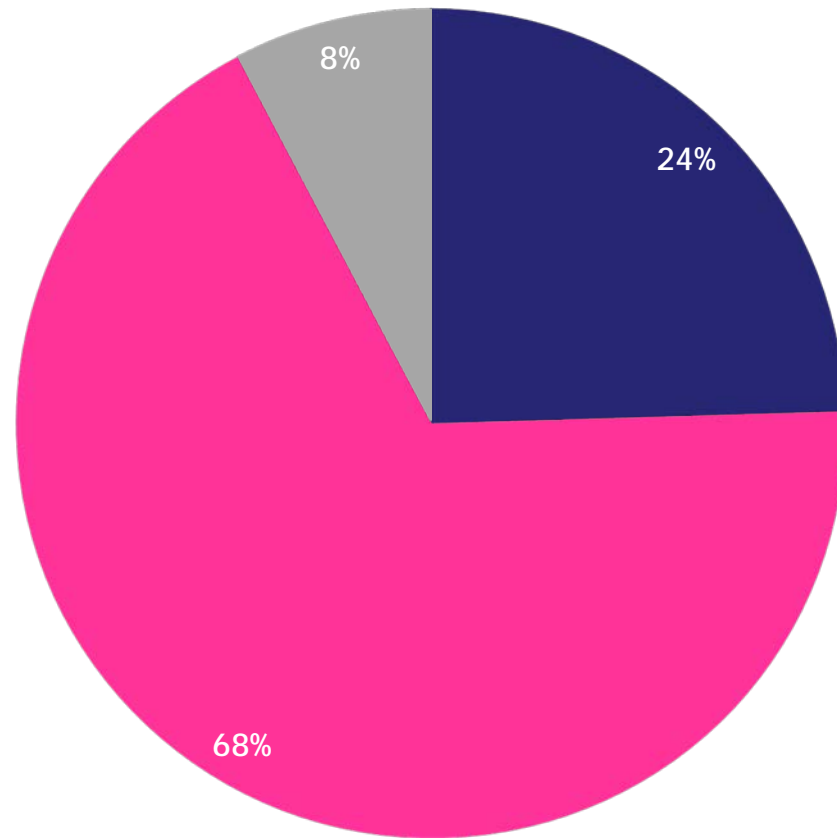




# User Profile

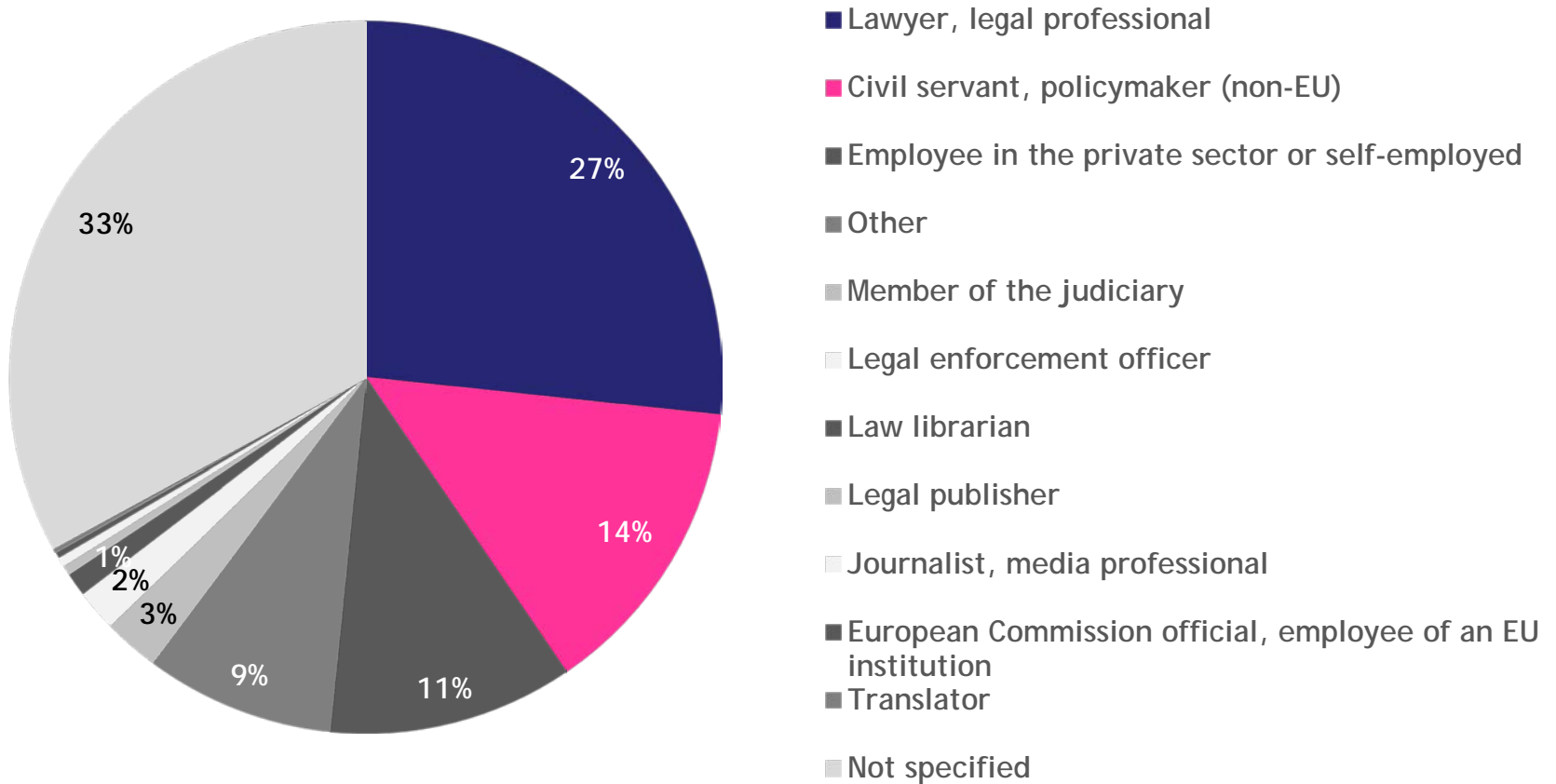
## HOW ARE YOU VISITING THIS WEBSITE TODAY?

■ As a citizen, private individual   ■ As a professional   ■ As an academic



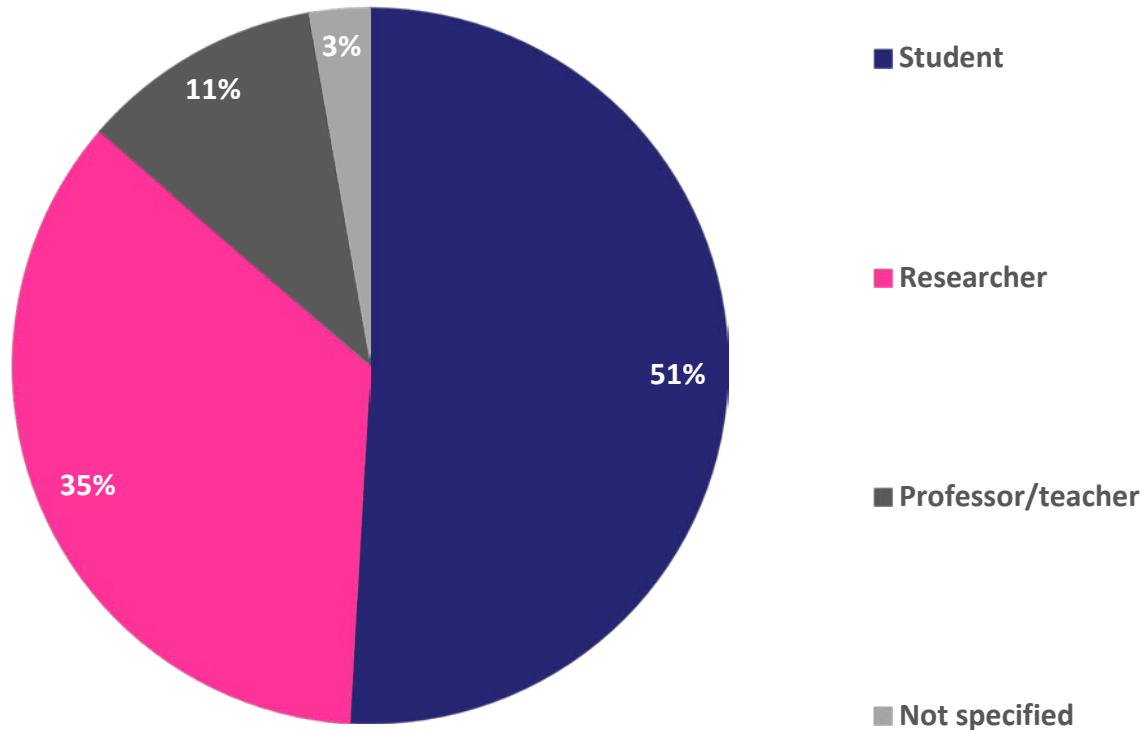
# User Profile - Focus on occupation

## WHAT IS YOUR PROFESSION? FOR PEOPLE WHO IDENTIFIED AS 'PROFESSIONALS'



# User Profile - Focus on occupation

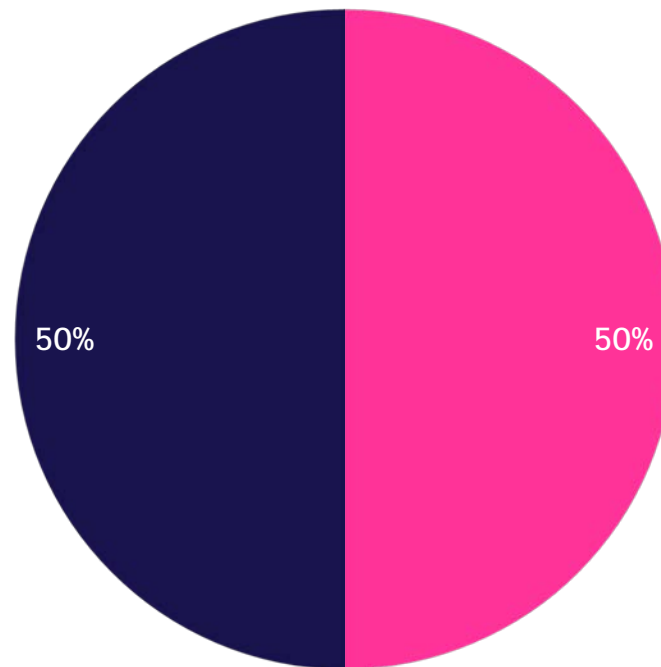
**WHAT IS YOUR OCCUPATION?**  
FOR PEOPLE WHO IDENTIFIED AS 'AN ACADEMIC'



# How users approach the transposition relationship

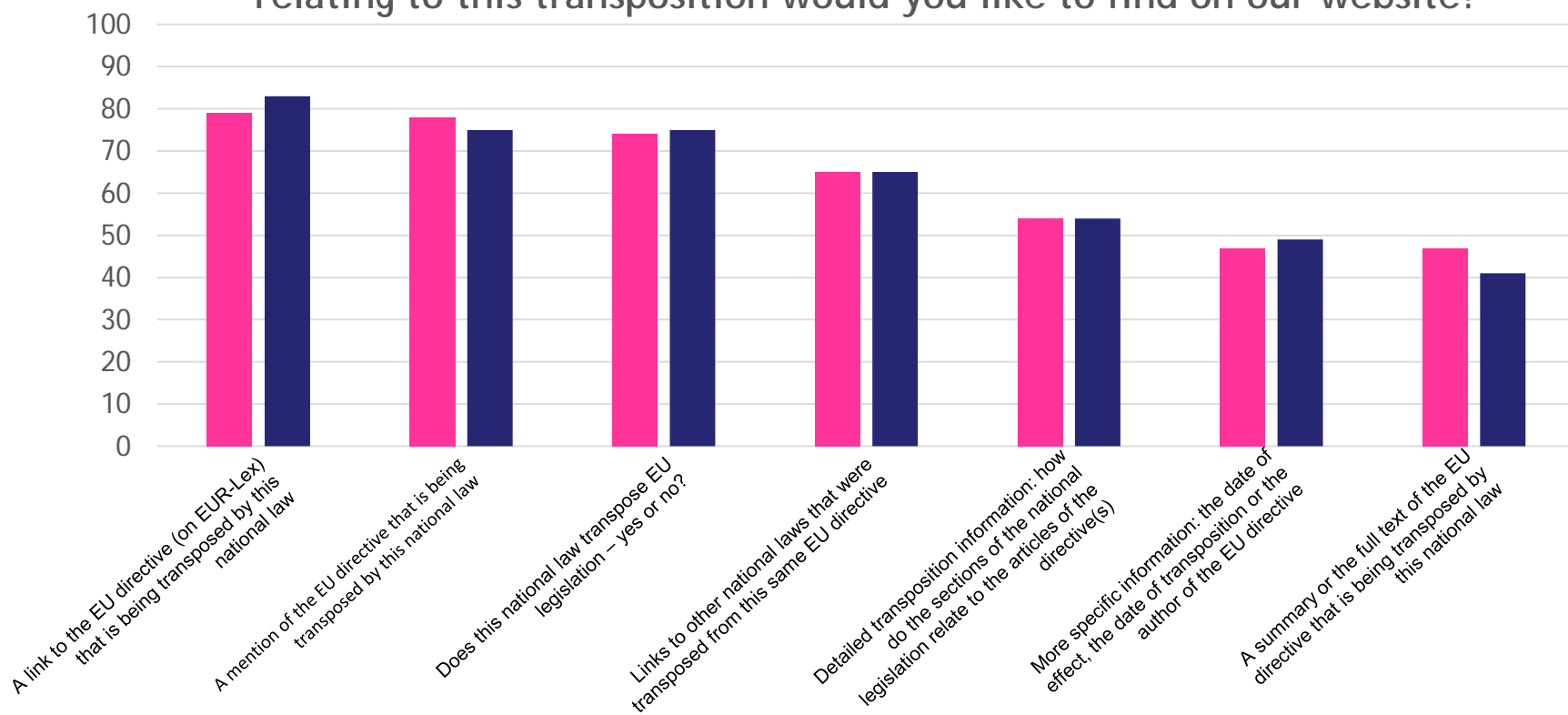
WHEN LOOKING FOR TRANSPOSITION INFORMATION  
NOW, HOW DO YOU USUALLY START?

- From a specific national law to find out if it transposes EU legislation
- From the EU directive to find out if it has been transposed by a national law



# How users approach the transposition relationship?

When looking up information on a national law, what information relating to this transposition would you like to find on our website?



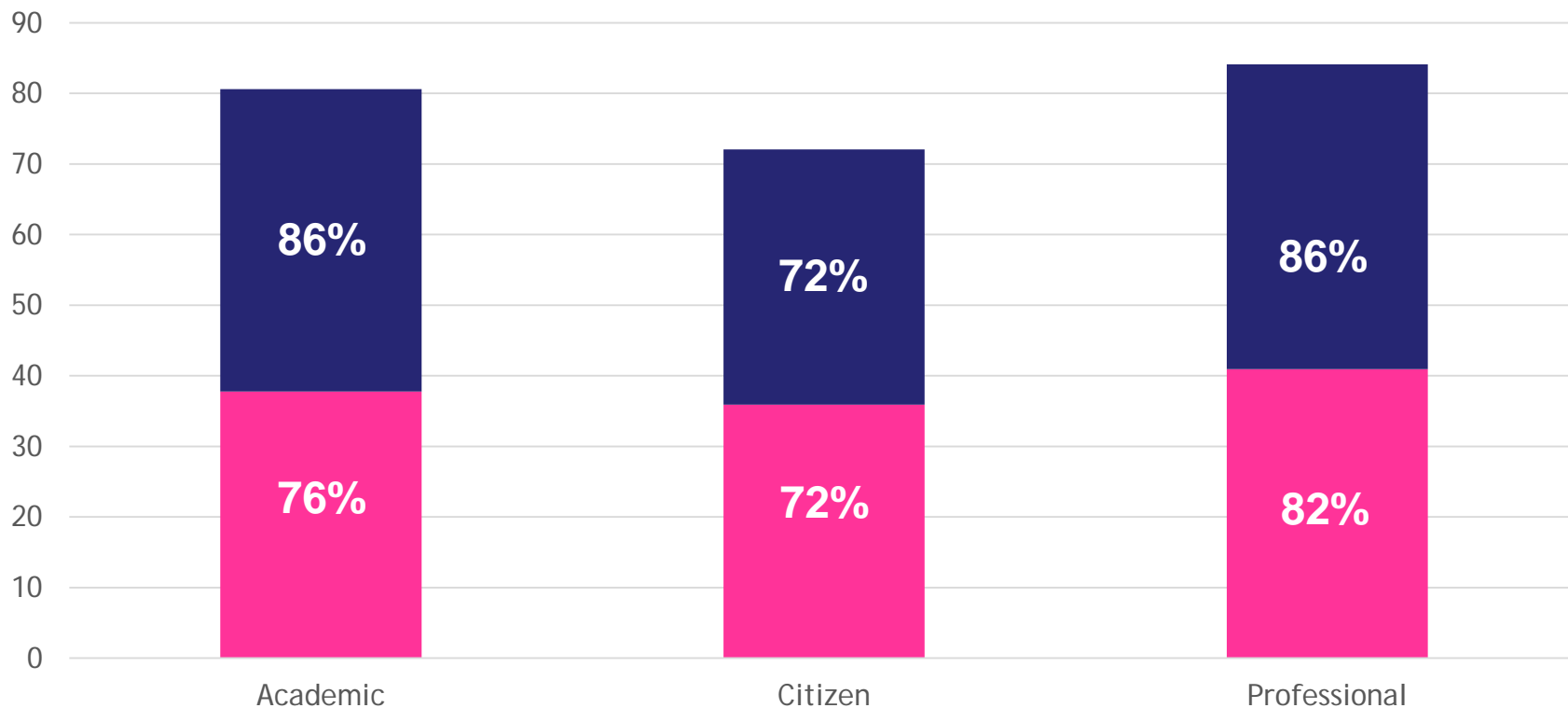
■ From a specific national law to find out if it transposes EU legislation

■ From the EU directive to find out if it has been transposed by a national law



When looking up information on a national law, what information relating to this transposition would you like to find on our website?

## 2. A LINK TO THE EU DIRECTIVE (ON EUR-LEX) THAT IS BEING TRANSPOSED BY THIS NATIONAL LAW



81%

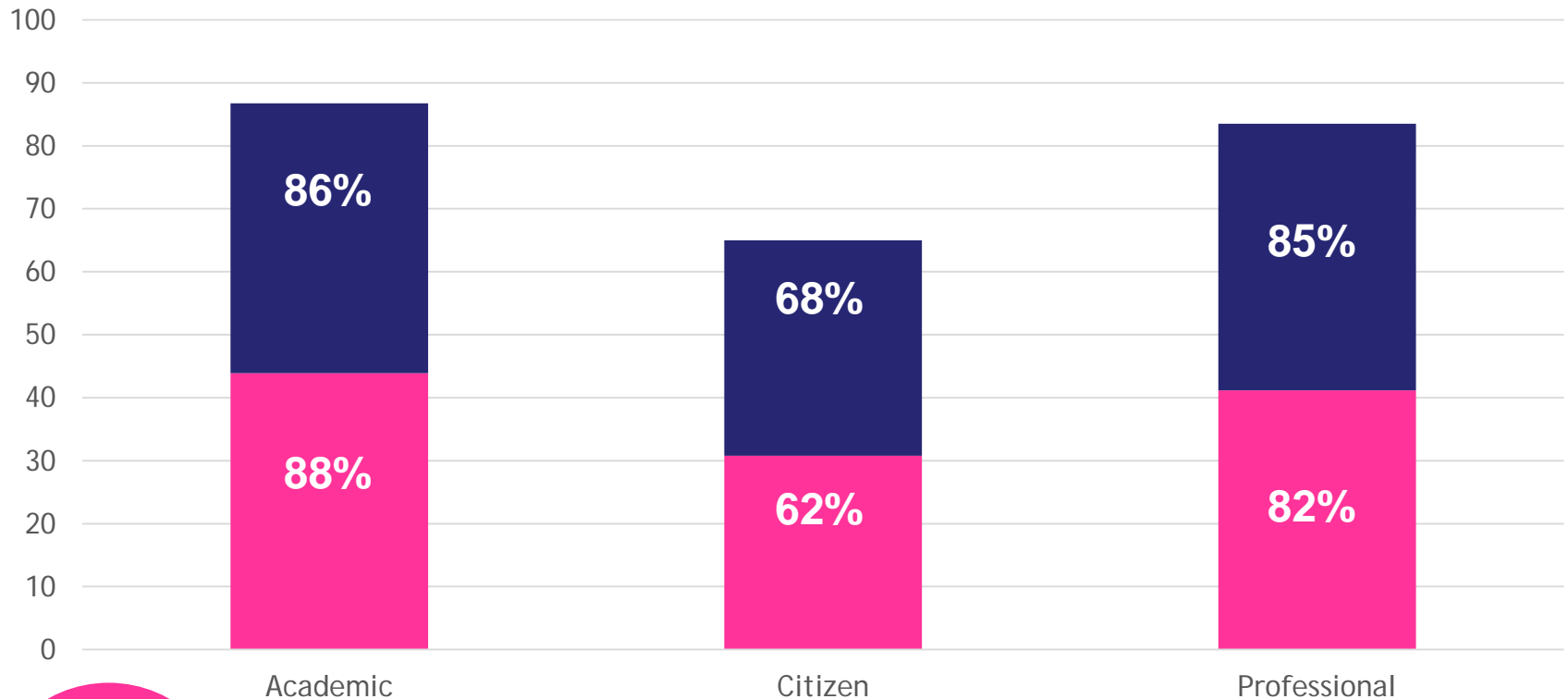
overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



When looking up information on a national law, what information relating to this transposition would you like to find on our website?

## 1. A MENTION OF THE **EU DIRECTIVE** THAT IS BEING TRANSPOSED BY THIS NATIONAL LAW



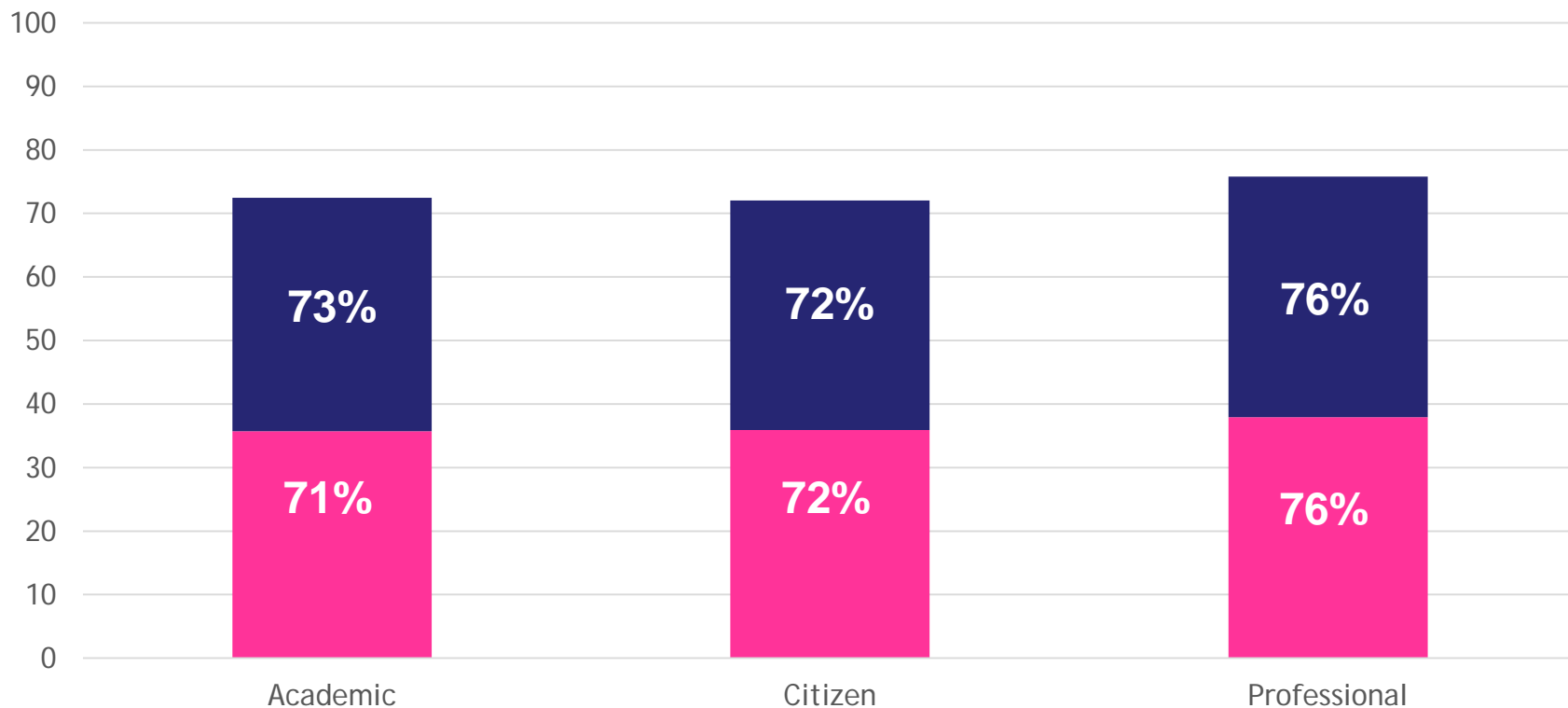
**80%**  
overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



When looking up information on a national law, what information relating to this transposition would you like to find on our website?

### 3. DOES THIS NATIONAL LAW TRANSPOSE EU LEGISLATION?



**75%**  
overall  
score

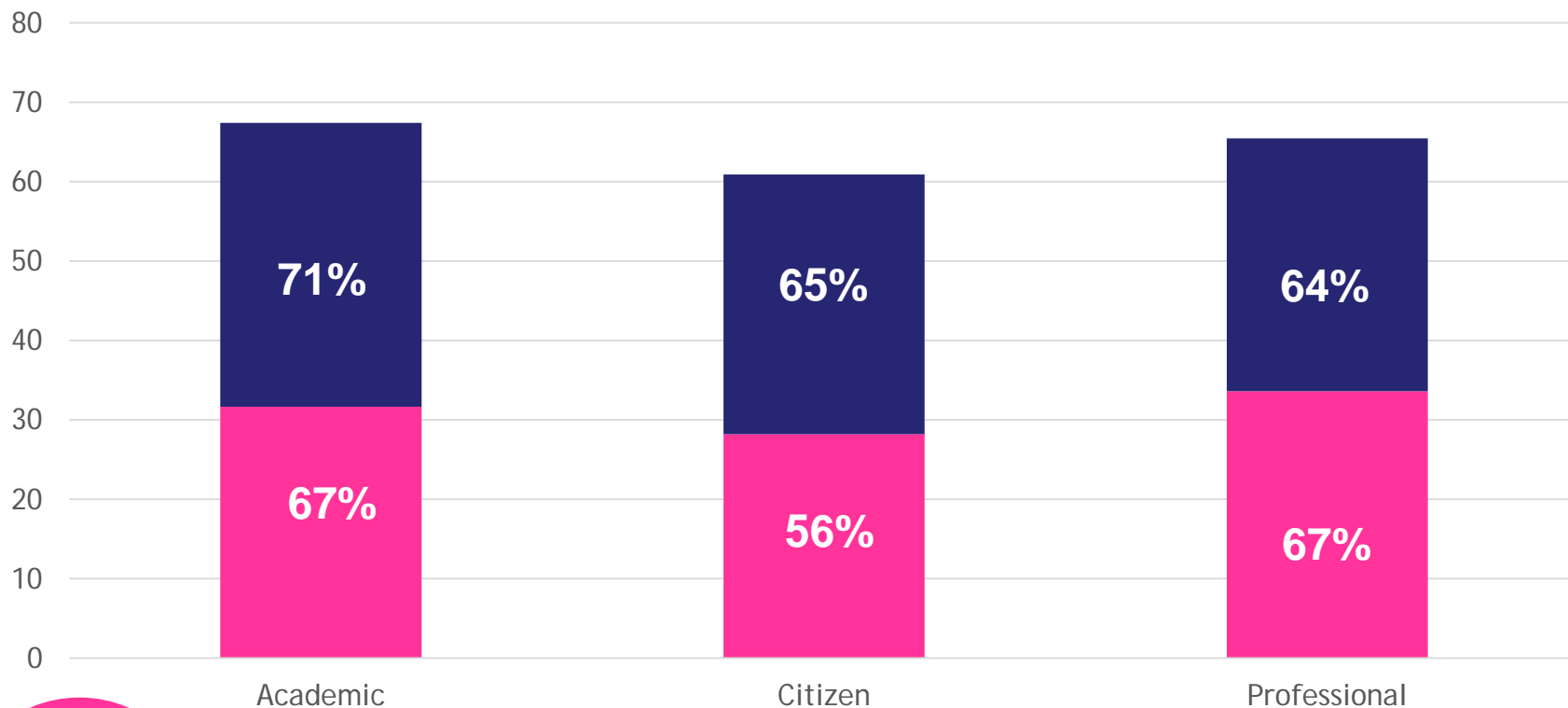
- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation





When looking up information on a national law, what information relating to this transposition would you like to find on our website?

#### 4. LINKS TO **OTHER NATIONAL LAWS** THAT WERE TRANSPOSED FROM THIS SAME EU DIRECTIVE



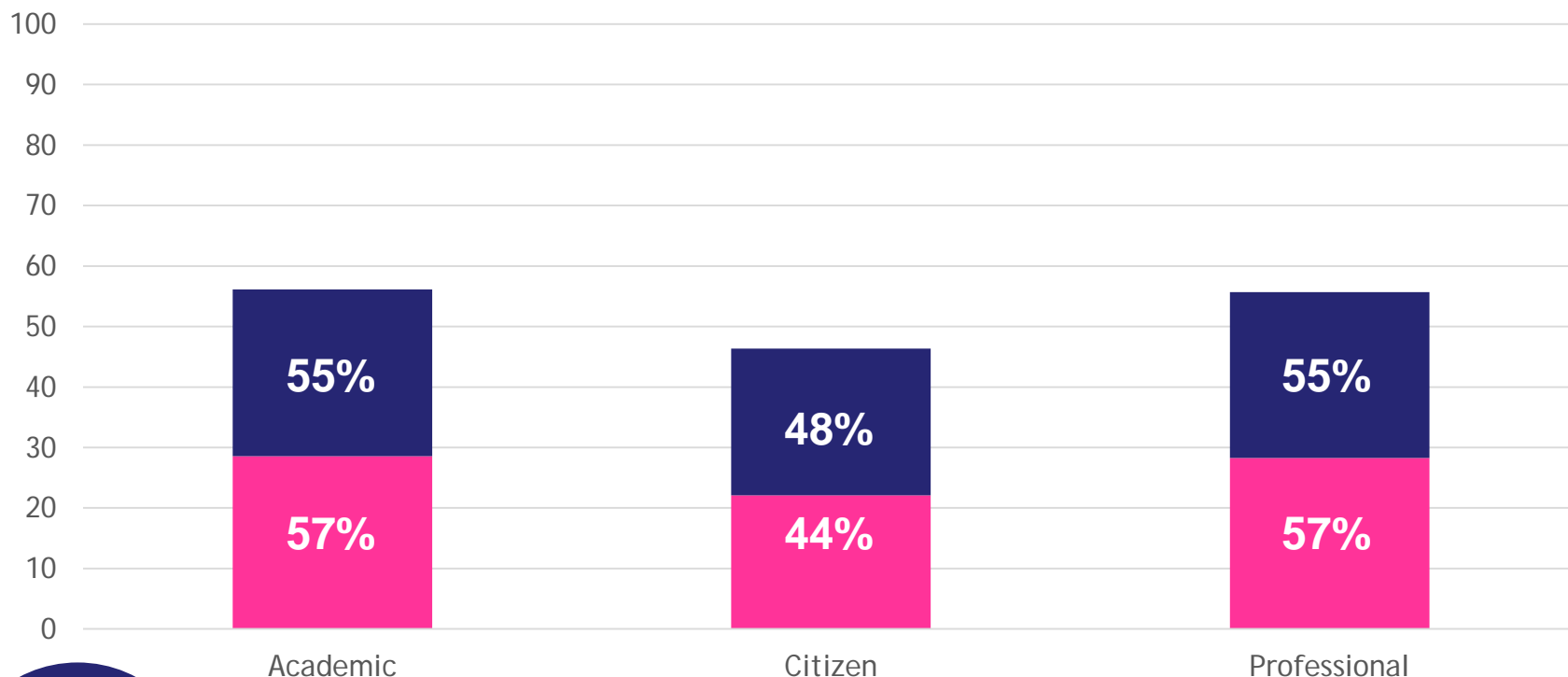
**65%**  
overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



When looking up information on a national law, what information relating to this transposition would you like to find on our website?

## 5. DETAILED TRANSPOSITION INFORMATION: HOW DO THE SECTIONS OF THE NATIONAL LEGISLATION RELATE TO THE ARTICLES OF THE DIRECTIVE(S)



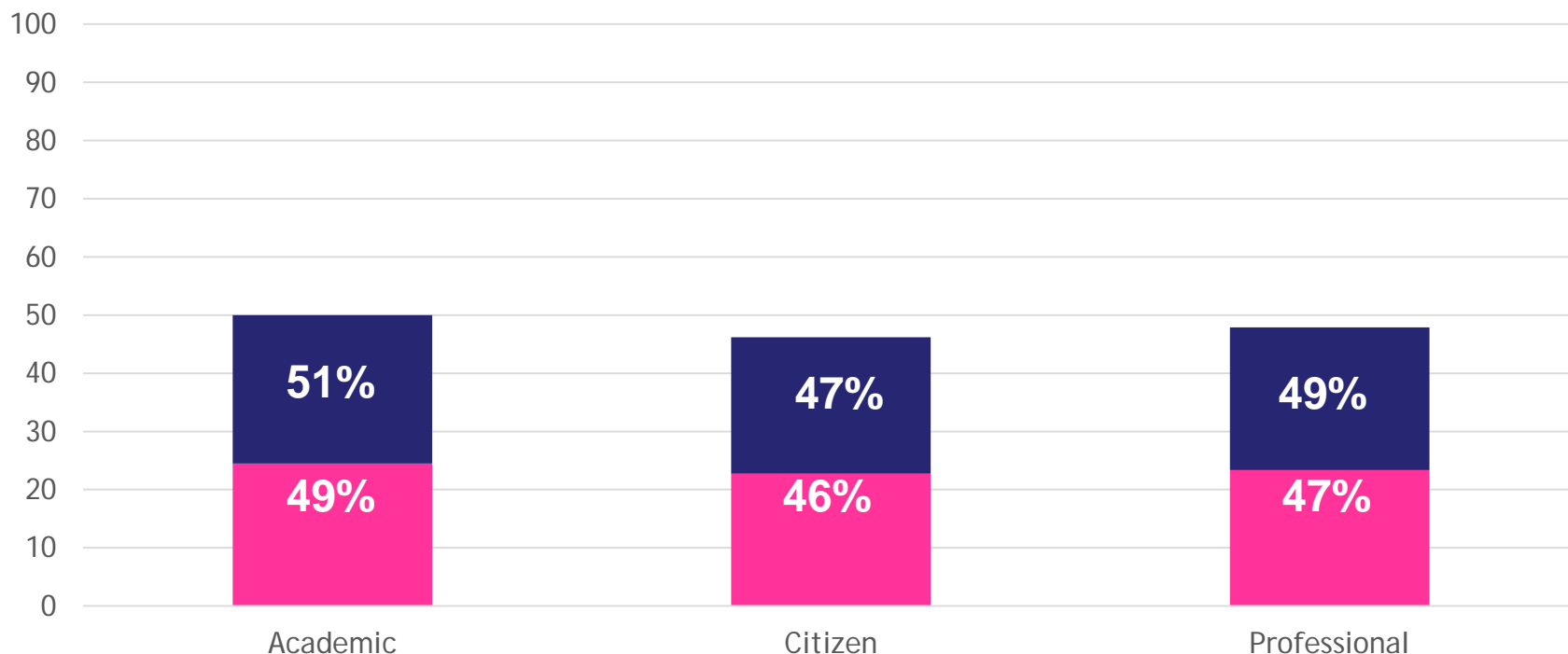
**54%**  
overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



When looking up information on a national law, what information relating to this transposition would you like to find on our website?

## 5. MORE SPECIFIC INFORMATION: THE DATE OF EFFECT, THE DATE OF TRANSPOSITION OR THE AUTHOR OF THE EU DIRECTIVE



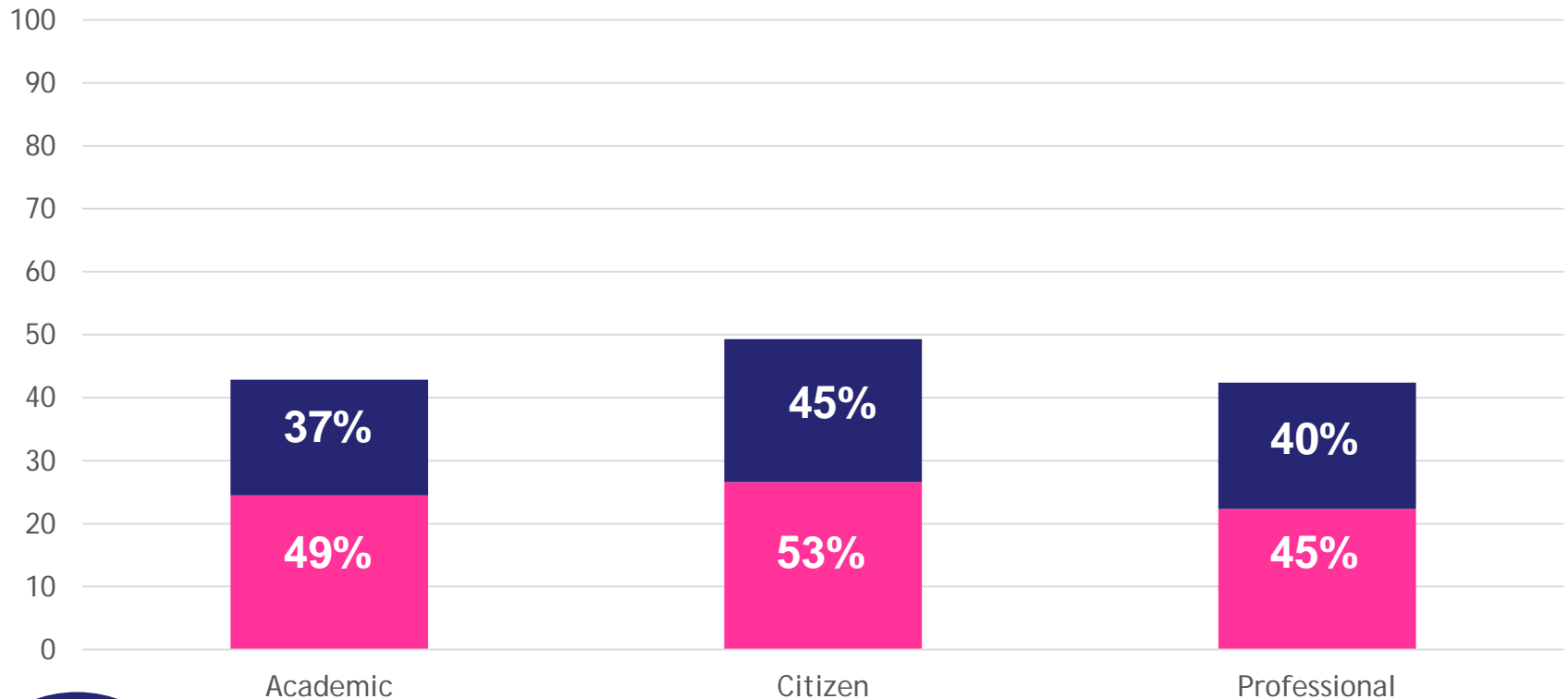
**48%**  
overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



When looking up information on a national law, what information relating to this transposition would you like to find on our website?

## 5. A SUMMARY OR THE FULL TEXT OF THE EU DIRECTIVE THAT IS BEING TRANSPOSED BY THIS NATIONAL LAW



44%

overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



## How transposition information is used

*'Faster **overview** of the legal position in other EU Member States as well; helps to clarify the content of the directive.'*

From the EU directive to find out if it has been transposed by a national law



## How transposition information is used

*'Easy to draw **comparisons** between EU directives and national transposition. Better interpretation of national transposition. Identifying the purpose of a standard.'*

From the EU directive to find out if it has been transposed by a national law



## How transposition information is used

*'Understanding about the transposition of EU law could improve and make it easier to comprehend certain decisions.'*

From the EU directive to find out if it has been transposed by a national law



## How transposition information is used

*'More efficient research, certainty about the comprehensiveness of research, increased transparency.'*

From the EU directive to find out if it has been transposed by a national law





## How transposition information is used

*'I need the information to see which legal instruments created by the European Union have seemingly **positive and negative influences on our day-to-day lives** and other EU citizens.'*

From the EU directive to find out if it has been transposed by a national law



## How transposition information is used

*'Faster access to information, answers to questions.'*

From a specific national law to find out if it transposes EU legislation



## How transposition information is used

*'For the purposes of **preparing** national legislation.'*

From a specific national law to find out if it transposes EU legislation





## How transposition information is used

*'Increased clarity when **interpreting** national law.'*

From a specific national law to find out if it transposes EU legislation



## How transposition information is used

*'**Verifying** how a specific national provision based on an EU directive has been transposed in a different Member State (more strictly? Differently?).'*

From a specific national law to find out if it transposes EU legislation



## How transposition information is used

*'Helps with **standardising** terminology when translating legislation in accordance with national law. Thereby makes it possible to align EU legal texts for the purpose of translating national acts of transposition.'*

From a specific national law to find out if it transposes EU legislation



## How transposition information is used

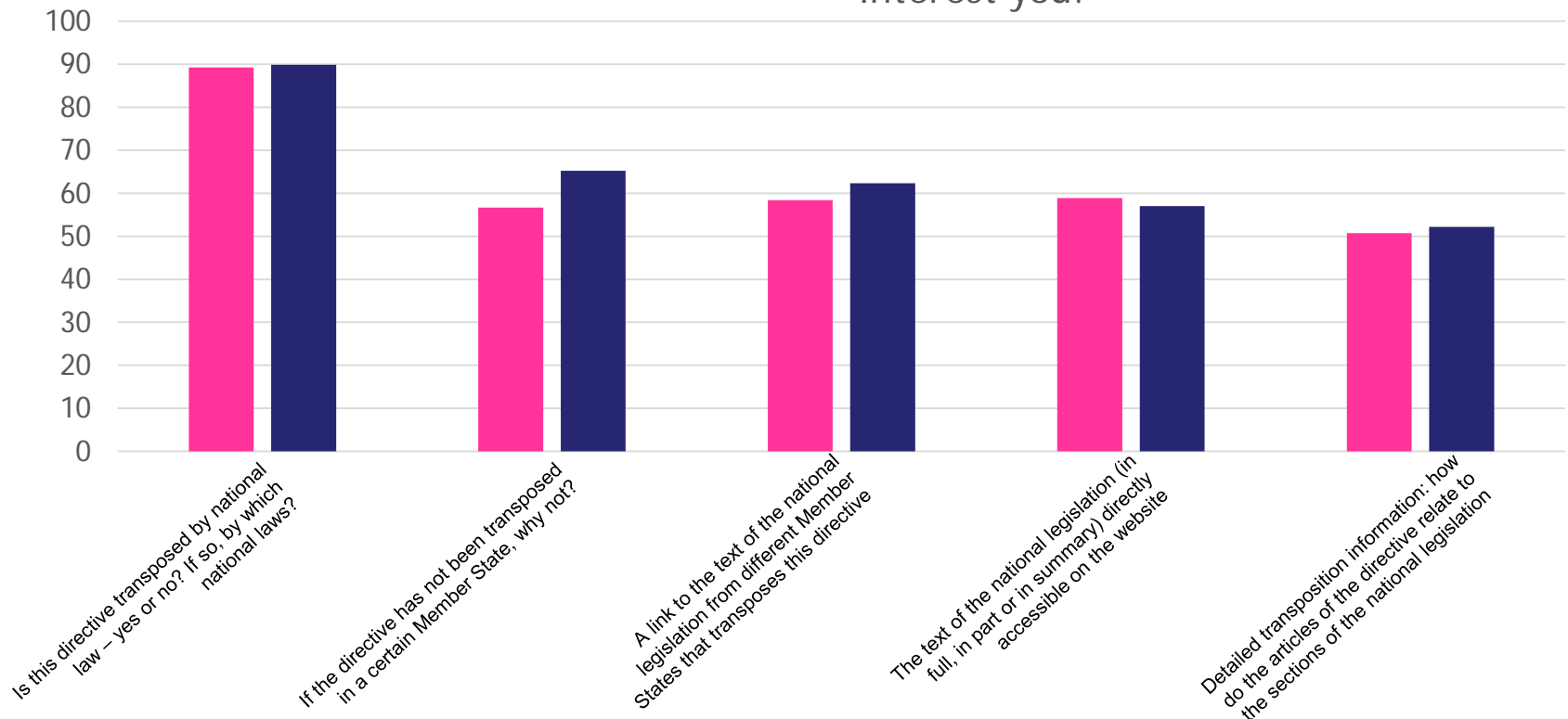
*'Better tracking of legal context, better understanding of framework legislation.'*

From a specific national law to find out if it transposes EU legislation



# How users view legislation?

When researching EU directives, what transposition information would interest you?



■ From a specific national law to find out if it transposes EU legislation

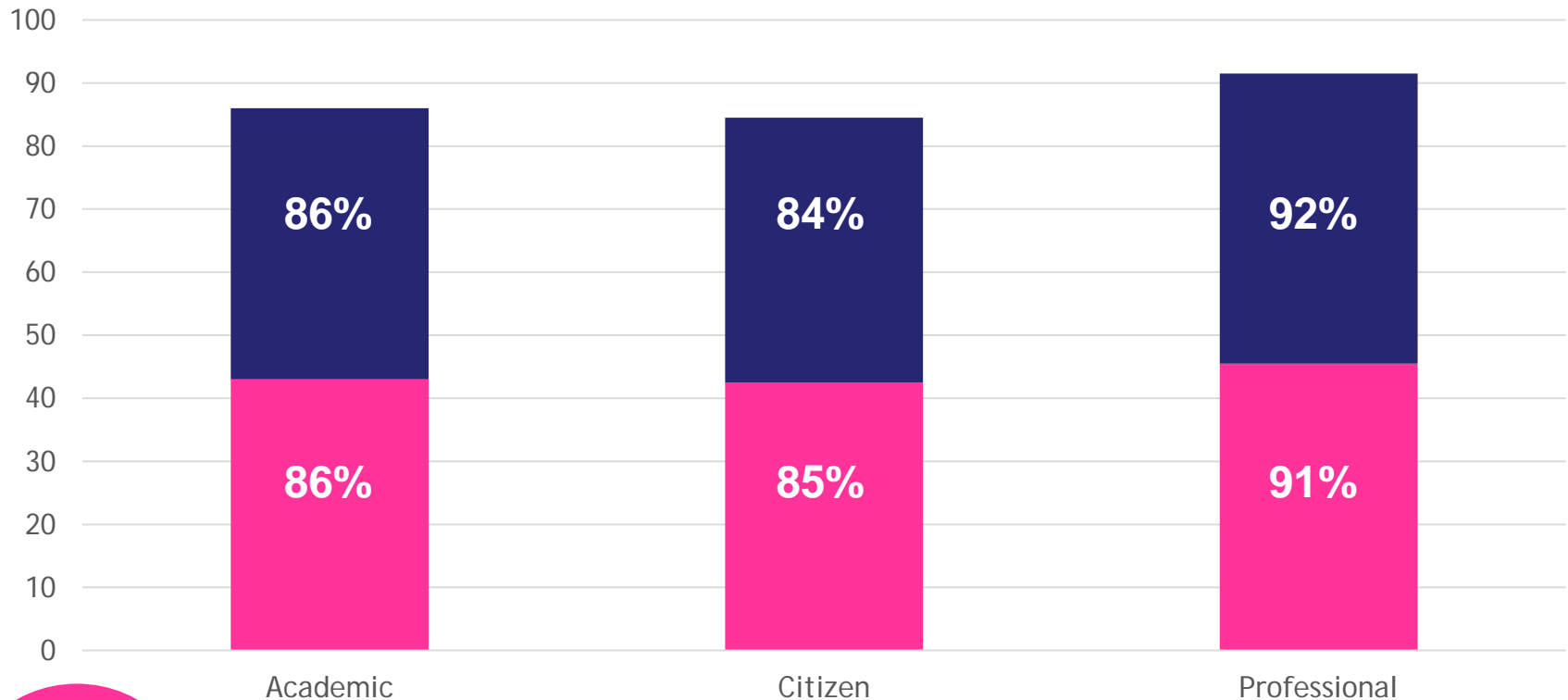
■ From the EU directive to find out if it has been transposed by a national law





When researching EU directives, what transposition information would interest you?

1. IS THIS DIRECTIVE **TRANPOSED** BY NATIONAL LAW - YES OR NO? IF SO, BY **WHICH NATIONAL LAWS?**



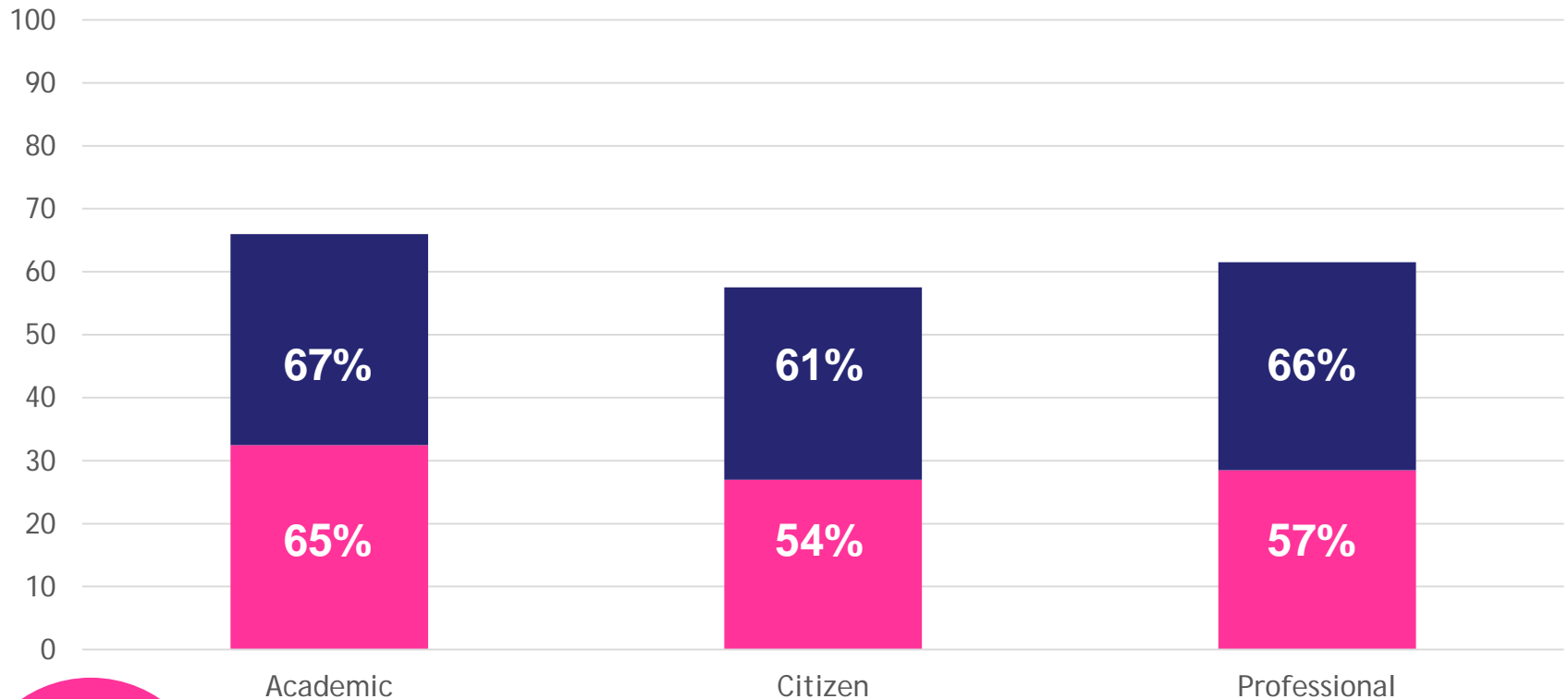
- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation

**90%**  
overall  
score



When researching EU directives, what transposition information would interest you?

## 2. IF THE DIRECTIVE HAS **NOT BEEN TRANSPOSED** IN A CERTAIN MEMBER STATE, **WHY NOT?**



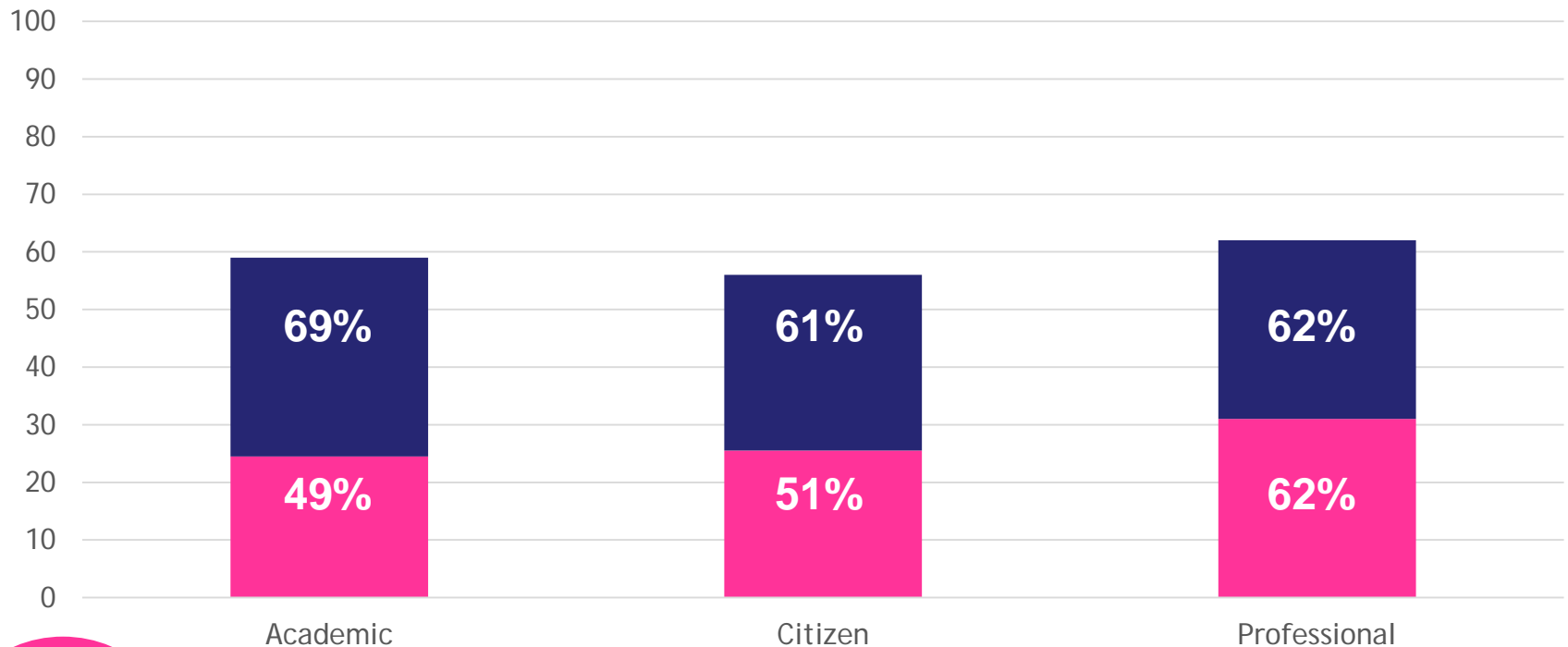
**61%**  
overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



When researching EU directives, what transposition information would interest you?

### 3. **A LINK** TO THE TEXT OF THE NATIONAL LEGISLATION FROM DIFFERENT MEMBER STATES THAT TRANSPOSES THIS DIRECTIVE



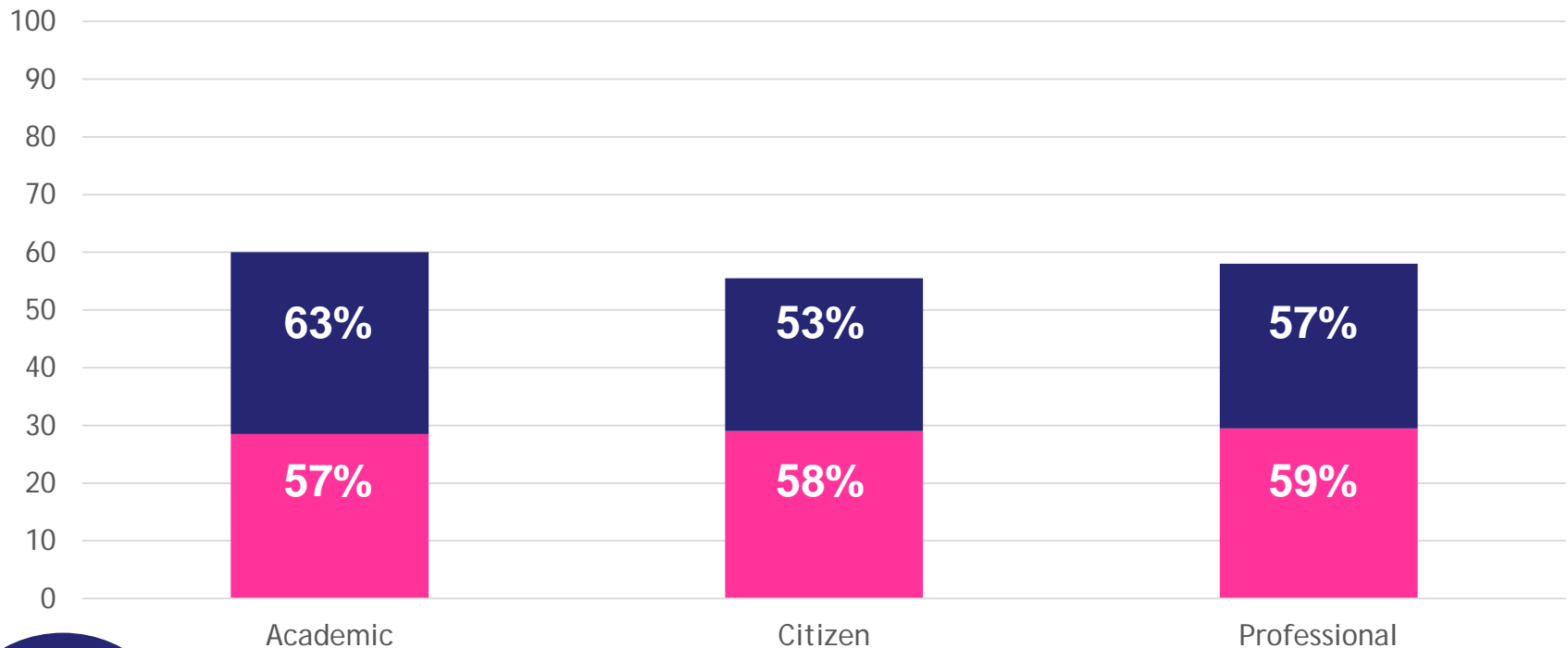
**60%**  
overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



When researching EU directives, what transposition information would interest you?

#### 4. THE TEXT OF THE NATIONAL LEGISLATION (IN FULL, IN PART OR IN SUMMARY) DIRECTLY ACCESSIBLE ON THE WEBSITE



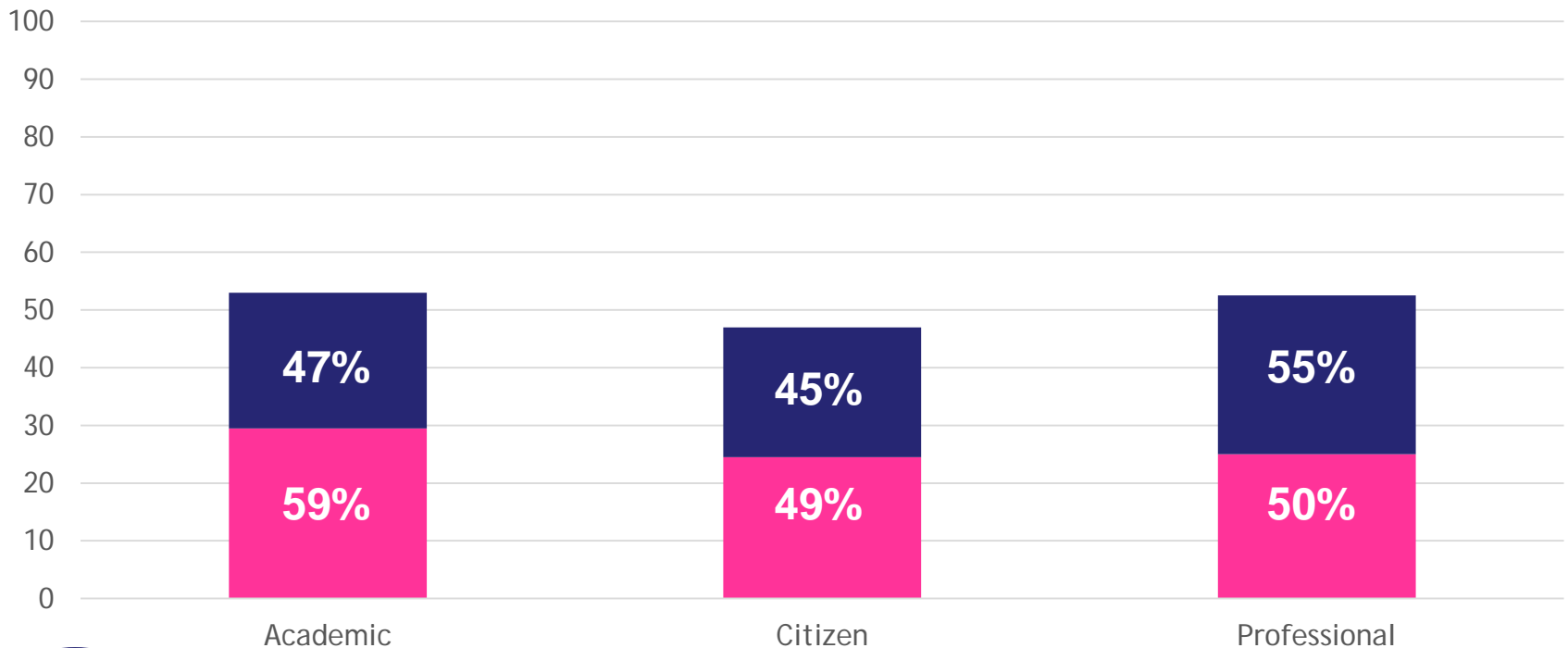
**58%**  
overall  
score

- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation



When researching EU directives, what transposition information would interest you?

## 5. DETAILED TRANSPOSITION INFORMATION: HOW DO THE ARTICLES OF THE DIRECTIVE RELATE TO THE SECTIONS OF THE NATIONAL LEGISLATION



- From the EU directive to find out if it has been transposed by a national law
- From a specific national law to find out if it transposes EU legislation

**51%**  
overall  
score





## Phase 2: PERSONAS



# Persona 1

## ➤ Quick stats

- Occupation: Member of judiciary
- EUR-Lex use: 3 times a week
- User level: Advanced
- Country: Slovenia

## ➤ About

- This person works at the Supreme Court of Slovenia. It is really important for her to understand the European regulations. That is why she does comparative studies of the transpositions of other countries that have a similar legal system to Slovenia, mainly Germany and Austria.

I like to start my research on a European level, because it's easy to find all the transposed legislation from there.

## ➤ Goals

1. Both the directive itself and the transposed legislation are important.
2. Understand European rules

## ➤ Actions

Searches national implementations using:

1. 'National Implementing Measures' on EUR-Lex;
2. information stored in the directive itself;
3. the title of the transposed act to search in Google or on the national legal information systems.

## ➤ Expectation

1. A multilingual interface would be great.
2. Detailed information on transposition would be useful.



# Persona 2

## ➤ Quick stats

- Occupation: Governmental
- EUR-Lex use: Daily
- User level: Advanced
- Country: Portugal

## ➤ About

- This person has a law degree and works for the customs office.  
Because she's dealing with border issues every day, it is really important for her to have easy access to other countries' legislation.

Sometimes it's easier  
to just google than to use  
EUR-Lex or Curia

## ➤ Goals

1. To understand a European directive
2. To see how a directive has been implemented in different countries and how that law is being treated.

## ➤ Actions

1. First uses Google. With the results from Google she can look for the right content on EUR-Lex or on Curia.
2. Checking national laws one by one to find out from which EU directive they have been transposed. Because she can't find that information in a centralised way.

## ➤ Expectation

1. To have access to each national law in a common language to compare
2. To get access to transpositions from one central point





# Persona 3

## ➤ Quick stats

- Occupation: Legal Deputy Director in private sector
- EUR-Lex use: Often
- User level: Advanced
- Country: Italia

## ➤ About

- This person is a legal director in a pharmaceutical company and releases a legal opinion in the matter of public procurement and public tenders.

Italian law has jurisprudence contradicting national legislation, because transposition was badly done.

## ➤ Goals

1. Primary goal: to find if, what, when and mainly how a directive was transposed into national law
2. Compare Italian legislation with other transpositions *and* with the original directive to check the legitimacy of the Italian legislation

## ➤ Actions

Finds the reference of the transposed directive in the Italian legislation and uses this to search the directive using Google.

## ➤ Expectation

1. To be able – in one click – to see if the directive has been transposed in other countries.
2. Have a direct link to the national websites or to EUR-Lex.



# Persona 4

## ➤ Quick stats

- Occupation: Law librarian
- EUR-Lex use: Couple of times per month
- User level: Advanced
- Country: Ireland

## ➤ About

- This person is a librarian for a law firm in Ireland. Her main duty is to maintain the firms' library collection. She also assists the legal staff with research queries and request and notifies them when new legislation has been passed.

If we cannot find the Irish transposition, we'll look in the UK to see how it has been transposed there.

## ➤ Goals

1. Find how a particular directive has been transposed into Irish law
2. If a directive hasn't been transposed into Irish law yet, check how it has been transposed in other countries, e.g. UK

## ➤ Actions

1. Uses WestLaw UK (a subscription database) to search European law
2. Looks for directives on a European level starting from national legislation

## ➤ Expectation

1. A link to all transpositions and the date of transposition.
2. To see how other Member States – particularly the UK – have transposed the directive.



# Persona 5

## ➤ Quick stats

- Occupation: Academic
- EUR-Lex use: Depends on the project but not on a daily basis
- User level: Advanced
- Country: Austria

## ➤ About

- This person is a legal assistant who works in the field of European Law. He is also working as a research assistant. Both of his jobs require that he checks other countries' legislation and whether the European directive has been transposed or implemented correctly.

What I cannot do is to see which part of the Austrian law is transposed from which part of the directive.

## ➤ Goals

1. Primary goal: to know if a certain directive has been implemented by countries
2. Compare the original directive with the national transposition

## ➤ Actions

1. Start from the national database when he looks for Austrian law or French law
2. But for all the other legislation and countries, he will definitively start from EUR-Lex

## ➤ Expectation

1. It would be really helpful to have a direct link from the European directive to the national database.
2. It would be good to have detailed transposition information.





## Phase 3: User testing



# User testing

## ■ Description

- Test of the full version prototype: <https://invis.io/EH9TLMCYA>
- Test of the quick win prototype: <https://invis.io/DR9LL75F3>
- Test of the widget: <https://invis.io/3F9T17Z5U>

## ■ Objectives

- Make sure the user can identify specific elements on the webpages:
  - The most recent version of this law
  - The version of this law that was in force in 2012
  - Any other national laws that transpose the same EU directive
  - Reference of the law in any other legislation



# Test full version prototype

National Justice Portal Order No. 1179 of 21.09.2016

**DOCUMENT INFORMATION**  
Find all the metadata related to the regulation like status, identification, dates, classification...

**CHANGES IN LEGISLATION**  
Compare the regulation to its subsequent amendments, change and repeal.

**BROWSE RELATED DOC**  
Browse all related document to the regulation or all regulations which implement the same EU Directive.

**LINK TO EU DIRECTIVE**  
Find all the metadata related to the regulation like status, identification, dates, classification...

**FULL TEXT: Order No. 1179 of 21.09.2016**

## Order on working conditions for crew members in service on aircraft and for their employers

*Pursuant to § 40g, paragraph. 1 and 2 and § 149 paragraph. 10 of the Law on Aviation, see, Act no. 1036 of 28 August 2013 as amended by Act no. 602 of 4 June 2016 fixed by order pursuant to § 152 paragraph. 1:*

### Art. 1

*Field of application*

§ 1. This Order applies to crews serving on board Danish, civil aircraft and for their employers. PCS. 2. An aircraft is considered Danish when it is Danish registered or operated under a Danish operating permit.

§ 2. The provisions of this Order shall apply only in connection with the crew member's performance of work on board the aircraft and only if the work covered by the crew member certificate rights or be considered part of the employment relationship.

### Art. 2

*Definitions*

§ 3. For purposes of this Order:

- 1) Crew member: a person under the law on aviation or regulations made under that holds a certificate issued or approved by Transport and Construction.
- 2) Flight Crew: A certified crew entrusted with tasks of importance for the lead of an aircraft in flight duty time.
- 3) Cabin crew member: A certified crew assigned tasks other than transfer of an aircraft in flight duty time.
- 4) *Emneord / worker*: A holder of a certificate has the right to immediately exercise the right

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- Art. 2 Definitions
- Art. 3 Generality
- Art. 4 Planning and organization of work
- Art. 5 Performance of work
- Art. 6 Special risk groups, including pregnant women
- Art. 7 Training and instruction
- Art. 8 Control of the working environment
- Art. 9 Corporate health and safety
- Art. 10 Occupational training
- Art. 11 Organisation of working

## Questions

1. Table of contents

1.1 What do you on the right side of the page?

1.2 How would you use this if you're looking for a specific piece of information?

2. Changes in legislation

2.1 If you want to know if this page is showing you the most recent version of this order, where do you look for this?

2.2 Where would you find the version of this order that was in effect in January 2016?

3. Document information

3.1 Can you tell me from which day on this order was applicable?

3.2 Under the title 'Identification' you will also find the European legislation identifier or 'ELI'. Do you know what this is?



# Test full version prototype - more questions

Questions	
4. Link to EU directive	4.1 Do you think this order is an implementation of a directive from the European Union?
	4.2 What do you think would happen if you clicked the button that says 'Transposition measure'?
	4.3 What would happen if you clicked the 'EUR-Lex' button?
5. Browse related doc	5.1 Where would you find a list of decisions that were made based on this order?
	5.2 Under 'Regulations which implement EU Directive', click the first item. What do you see now?
6. Appreciation	6.1 If your national justice portal was like this, would that better help you in your work?



# Test quick win prototype

**DOCUMENT INFORMATION**

**Status (Current / History)**  
Applicable

**Identification**  
European legislation identifier:  
/ EU / Ita / 2016/1179  
Order No. 1179  
Accession: B20160117905  
UDI: 04000280  
Type: BEK: H  
Ranking: 0

**Dates**  
Year of issue: 2016  
Date of signature: 21/09/2016

[See more](#)

**CHANGES IN LEGISLATION**

**Subsequent amendments to Regulation**

**Changes in / repeal**  
Order No. 1179 of 01.20.2015  
Order No. 1179 of 18/11/2003  
Order No. 1179 of 21.31.2002

**Legislative regulation concerns**  
L&K No. 1036 of 08/28/2013

**LINKS TO EU DIRECTIVE**

31989L0391 See in EUR-Lex #  
31990L0269 See in EUR-Lex #  
31991L0283 See in EUR-Lex #  
31992L0085 See in EUR-Lex #  
31996L0029 See in EUR-Lex #  
32000L0079 See in EUR-Lex #  
32009L0104 See in EUR-Lex #  
32013L0059 See in EUR-Lex #

**BROWSE RELATED DOC**

All circulars, instructions, etc. to this Order  
Decisions made under this provision  
Reports using this law

**Regulations, which implement EU Directive**  
Directive 89/391/EEC of 12.06.1989  
Directive 90/269/EEC of 29.05.1990  
Directive 91/283/EEC of 25.06.1991  
Directive 92/85/EEC of 19.10.1992  
Directive 96/29/Euratom of 13.05.1996  
Directive 2000/79/EC of 27.11.2000  
Directive 2009/104/EC of 16.09.2009  
Directive 2013/59/Euratom of 5.12.2013

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- Art. 1** Field of application
- Art. 2** Definitions
- Art. 3** Generality
- Art. 4** Planning and organization of work
- Art. 5** Performance of work
- Art. 6** Special risk groups, including pregnant women
- Art. 7** Training and instruction
- Art. 8** Control of the working environment

**Order on working conditions for crew members in service on aircraft and for their employers**

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- 3) Cabin crew member: A certified crew assigned tasks other than transfer of an aircraft in flight duty time.
- 4) Employee / worker: A holder of a certificate has the right to immediately exercise the right certificate in a particular company, generally considered employed by the company during the period that the certificate right must be exercised in the company concerned. If there are exceptional circumstances, Transport and Construction Authority on application decide that the starting point may be waived.
- 5) Employer: Any natural or legal person who has an employment relationship with the crew member, and has responsibility for the company.
- 6) mSv, millisievert, which is a measure of the average cumulative dose of background radiation, exclusive Radon, as a person in relation to its weight receiver. A Sievert is one joule per. kg, and a millisievert corresponds to one joule per. ton.

**Art. 3**  
*Generality*

§ 4. Safety and health work in the company handled through cooperation between the employer, any supervisors and employees crew members.

PCS. 2. The employer must provide employees crew all necessary information affecting health and safety, and to give

## Questions

1. Table of contents	1.1 Do you think this is better or worse than having it next to the text? Why?
2. Changes in legislation	2.1 How can you know that this is the most recent version of this order?
3. Document information	3.1 Can you tell me which ministry was responsible for this piece of legislation?
4. Link to EU directive	4.1 Do you think this order is an implementation of a directive from the European Union?
	4.2 Click on the first directive. It takes you to another website. Do you prefer to view the European directive in the same website or doesn't it bother you that it opens in another website?
	4.3 There are two links for each directive; is it good to have both links? Which one do you prefer?
5. Browse related doc	5.1 Under 'browse related doc' 'Regulations which implement EU directive' click the first item. What happens?
6. Appreciation	6.1 Which of the two concepts would you prefer?



# Test widget prototype

LE GOUVERNEMENT  
DU GRAND-DUCHÉ DE LUXEMBOURG

eli.legilux.lu  
European Legislation Identifier ELI

Contenu Références

Législation

Contenu

Version publiée  
Règlement grand-ducal du 9 juin 2006

- déterminant le nombre suffisant des travailleurs désignés;
- concernant les entreprises dans lesquelles l'employeur peut assumer lui-même la fonction de travailleur désigné;
- relatif aux capacités des travailleurs désignés;
- relatif à la formation des travailleurs désignés.

Nous Henri, Grand-Duc de Luxembourg, Duc de Nassau,

- Vu la loi du 17 juin 1994 concernant la sécurité et la santé des travailleurs au travail, telle que modifiée par les lois du 6 mars 1998 et du 13 janvier 2002 modifiant la loi du 17 juin 1994 concernant la sécurité et la santé des travailleurs au travail;
- Vu les avis de la Chambre de Commerce, de la Chambre des Métiers, de la Chambre de Travail, de la Chambre d'Agriculture et de la Chambre des employés privés;

Notre Conseil d'Etat entendu;  
De l'assentiment de la Conférence des Présidents de la Chambre des Députés;  
Sur rapport de Notre Ministre du Travail et de l'Emploi et de Notre Ministre de la Santé et après délibération du Gouvernement en Co

Arrêtons:

Chapitre I<sup>er</sup>. – Dispositions introductives

Art. 1<sup>er</sup>.

Aux fins du présent règlement grand-ducal on entend par:

1. «ministre» le ministre ayant le travail dans ses attributions;
2. «loi modifiée du 17 juin 1994» la loi du 17 juin 1994 concernant la sécurité et la santé des travailleurs au travail, telle que modifiée par les lois du 6 mars 1998 et du 13 janvier 2002 modifiant la loi du 17 juin 1994 concernant la sécurité et la santé des travailleurs au travail;
3. «travailleurs» tous les salariés tels que définis à l'article 1<sup>er</sup> de la loi modifiée du 24 mai 1989 sur le contrat de travail ainsi que les stagiaires, les apprentis et les élèves et étudiants occupés pendant les vacances;
4. «poste à risque» tout poste de travail remplissant les conditions de l'article 17-1 de la loi modifiée du 17 juin 1994 concernant les services de santé au travail;
5. «la Commission consultative» Commission consultative d'appréciation relative aux sanctions des formations dispensées aux futurs travailleurs désignés, commission telle que définie à l'article 9 du présent règlement;
6. «le Comité consultatif» Comité consultatif relatif à la formation des travailleurs désignés, comité tel que défini à l'article 10 du présent règlement grand-ducal.

Chapitre II. – Catégories d'entreprises;  
Définition du nombre suffisant de travailleurs désignés;  
Entreprises dans lesquelles l'employeur peut assumer lui-même la fonction de travailleur désigné.

DOCUMENT INFORMATION

Status (Current / History)  
Applicable

Identification  
European legislation identifier:  
/ ELI / Itx / 2016 / 179  
Order: No: 1179  
Accession: 620160117905  
UDE: CH000280  
Type: BEK H  
Ranking: B

Dates  
Year of issue: 2016  
Date of signature: 21/09/2016  
Publication Date: 27/09/2016  
Date of effect: 27/09/2016  
Date of transposition: 27/09/2016

Classifications  
Index: Safety, crew  
EUROVOC descriptor:  
humanisation of work  
occupational health  
worker participation  
dissemination of information  
accident prevention  
occupational accident  
Subject matter:  
Social provisions  
Approximation of laws  
Directory code:  
05.20.20.10 Freedom of movement for workers and social policy / Social policy / Working conditions / Safety at work

CHANGES IN LEGISLATION

BROWSE RELATED DOC

LINK TO EU DIRECTIVE

## Questions

1. Changes in legislation

1.1 Where could you find links to previous versions of this piece of legislation?

2. Appreciation

2.1 As you can see, this concept contains the same information as the second prototype. Do you think there are advantages to either the second or the third prototype?





## Detailed results





## 2.1 Reading results

	Time	Help	Frustration
	Fail	Needed help all the time	Pulling hair out
	Succeed very slowly in a roundabout way	Needed help a lot	A lot of frustration
	Succeed a little slowly	Needed some help	Some frustration
	Succeed quickly	Needed no help	No frustration
	Not applicable	Not applicable	Not applicable





## 2.2 Usability test participant 1

### ■ Quick stats

- Occupation: Legal adviser
- Website use: Daily
- Country: Slovenia

### ■ About

- For my work I'm interested in laws that concern investment in public health and in construction safety.

### ➤ General appreciation

- I want to see the interaction between laws

### ➤ Podium

1. Prototype 3 - Widget
2. Prototype 1 - Full version
3. Prototype 2 - Quick win





## 2.2.1 Usability test participant 1 - prototype 1 - full version

NB	Time	Help	Frustration	
1.1				I see the table of contents
1.2				I will use it to access an article directly
2.1				Find the information in the 'document information' tab: status
2.2				Go directly to 'changes in legislation'
3.1				Find the information in the 'document information'
3.2				He think it's an identification number
4.1				Find the information but it could be more clear
4.2				N/A
4.3				N/A
5.1				Go directly to 'browse related doc'
5.2				I will find various national laws that implement this EU directive
6.1				I'm quite happy with the current website. I miss some information in the prototype like other national laws based on the EU directive





## 2.2.2 Usability test participant 1 - prototype 2 - quick win

NB	Time	Help	Frustration	
1.1	Green	Green	Green	It's better to have it on the top
2.1	Green	Green	Green	I can see it thanks to the status
3.1	Orange	Orange	Orange	Could not find the 'see more' button
4.1	Green	Green	Green	Can tell it's an implementation of an EU directive
4.2	Orange	Orange	Orange	I prefer to have it load in the same page
4.3	Orange	Orange	Orange	Don't see that there are two different links
5.1	Green	Green	Green	I don't mind that it opens a new window
6.1	Yellow	Yellow	Yellow	The first concept is more appealing





## 2.2.3 Usability test participant 1- prototype 3 - widget

NB	Time	Help	Frustration	
1.1				Find directly the previous version of the law
2.1				There are advantages to the 3 <sup>rd</sup> prototype because it will be easier for the people to adjust quickly



## 2.3 Usability test participant 2

### ■ Quick stats

- Occupation: Project management
- Website use: Daily
- Country: Romania

### ■ About

- I'm an environmental specialist. I am also finalising law school. I'm interested in legal issues regarding environmental matters particularly about protected areas. I work with different national websites. I also make considerable use of the European Court of Justice website and idrept.ro

### ➤ General appreciation

- The first thing I want to see is the date and if it's the last version
- I would like to be able to compare changes in legislation
- I would like to see practical cases and decisions based on this piece of legislation
- I would like to see what has changed in the law with all the extra info (like the date)
- I would like to have a print and save in pdf button
- I would like to see how a directive has been transposed in other countries

### ➤ Podium

1. Prototype 1 - Full version
2. Prototype 3 - Widget
3. Prototype 2 - Quick win







## 2.3.1 Usability test participant 2 - prototype 1 - full version

NB	Time	Help	Frustration	
1.1	Green	Green	Green	I see the table of contents
1.2	Grey	Grey	Grey	N/A
2.1	Orange	Green	Yellow	First goes to 'document information' then in 'changes in legislation'
2.2	Green	Green	Yellow	Go directly to 'changes in legislation'. But would like to see each version next to each other to easily compare them.
3.1	Orange	Orange	Yellow	Did not find the information. She will go to the end of the document. But it's just a matter of time to get use to the new navigation.
3.2	Orange	Orange	Orange	Did not know what ELI is
4.1	Orange	Orange	Yellow	Did not find the information. It should be more clear
4.2	Orange	Orange	Orange	Yes and no because in Romania all law is transposed
4.3	Green	Green	Green	Expect to be redirected to EUR-Lex
5.1	Green	Green	Green	Go directly to 'browse related doc'
5.2	Green	Green	Green	I will find subsequence of the EU directive
6.1	Yellow	Yellow	Yellow	It would be helpful. But it will be more credible if it's on the EU website rather than on the Romanian website.





## 2.3.2 Usability test participant 2 - prototype 2 - quick win

NB	Time	Help	Frustration	
1.1	Green	Green	Yellow	It's better to have table of contents fixed to access it all the time. But I like the fact that the font size is bigger.
2.1	Green	Green	Yellow	I can see it thanks to the status. But it could be clearer
3.1	Green	Green	Green	Find directly the 'see more' button
4.1	Green	Green	Green	Can tell it's an implementation of an EU directive
4.2	Grey	Grey	Grey	N/A
4.3	Grey	Grey	Grey	N/A
5.1	Green	Green	Green	I prefer that it opens a new window
6.1	Yellow	Yellow	Yellow	The first concept is better because it's not too loaded with information. You can close or open information





## 2.3.3 Usability test participant 2 - prototype 3 - widget

NB	Time	Help	Frustration	
1.1				Find directly the previous version of the law
2.1				N/A



## 2.4 Usability test participant 3

### ■ Quick stats

- Occupation: Editor
- Website use: Daily
- Country: Slovenia

### ■ About

- I'm editor of online portals about the public sector and accounting for different professional target groups

### ➤ General appreciation

- N/A

### ➤ Podium

1. Prototype 3 - Widget
2. Prototype 1 - Full version
3. Prototype 2 - Quick win





## 2.4.1 Usability test participant 3 - prototype 1 - full

NB	Time	Help	Frustration	
1.1				I see the table of contents
1.2				I will use the 'find function' to find the find what I'm looking for in the law.
2.1				Find the information in the 'changes in legislation'. I'm confident it's the last version because the date is 2016
2.2				Go directly to 'changes in legislation'.
3.1				Did not find the information. He will go to the end of the document.
3.2				Maybe an identification number. But he's not sure.
4.1				It could be but he's not sure
4.2				This article has been transposed by this directive
4.3				Expect to be redirected to EUR-Lex
5.1				Go directly to 'browse related doc'
5.2				This directive was transposed into 55 other national laws
6.1				Yes it will be helpful. I like this one because it has the two levels: national law and EU.





## 2.4.2 Usability test participant 3 - prototype 2 - quick

NB	Time	Help	Frustration	
1.1	Orange	Orange	Orange	The previous was better because you don't have to scroll back to get to the table of contents
2.1	Orange	Orange	Yellow	I cannot see at a first glance
3.1	Green	Green	Green	Find directly the information and the 'see more' button
4.1	Yellow	Yellow	Yellow	I think it is transposed because it looks similar to the EUR-Lex website
4.2	Green	Green	Green	I like to have two different windows. I can simultaneously switch from one window to another. It's more functional but less aesthetic
4.3	Yellow	Yellow	Yellow	I don't need both links. Link to EUR-Lex will be enough.
5.1	Green	Green	Green	I prefer that it opens a new window
6.1	Yellow	Yellow	Yellow	The first concept is more appealing. It has something new





## 2.4.3 Usability test participant 3 - prototype 3 - widget

NB	Time	Help	Frustration	
1.1				Find directly the previous version of the law
2.1				The 3 <sup>rd</sup> prototype is more user friendly because you can hide it if you don't need it





## 2.5 Usability test participant 4

### ■ Quick stats

- Occupation: Legal advisor
- Website use: Almost on a daily basis
- Country: Denmark

### ■ About

- I'm working for a consultancy company on chemical legislation and product safety. For my job I have to find out if we have national legislation on specific matters and if other countries have the same legislation

### ➤ General appreciation

- I would like to have the details of the transposition

### ➤ Podium

1. Prototype 2 - Quick win
2. Prototype 3 - Widget
3. Prototype 1 - Full version







## 2.5.1 Usability test participant 4 - prototype 1 - full

NB	Time	Help	Frustration	
1.1				I see the index and the order
1.2				I will look for the link and try to go to the part of the text I'm looking for
2.1				Find the information in the 'document information' tab: status > applicable. But I would prefer the label 'current' to 'applicable'
2.2				Go directly to 'changes in legislation'.
3.1				Find the information in the 'document information'.
3.2				I suppose this refers to an EU directive. Or is it a code?
4.1				I'm not sure. I would find this information at the bottom of the text.
4.2				I have often looked for that feature but I don't understand the label 'transposition measure'
4.3				Expect to be redirected to EUR-Lex
5.1				Go directly to 'browse related doc' . But I'm not sure of the label 'decisions'
5.2				I really like this page. It shows all the documents which implement the directive or a part of it.
6.1				Yes it certainly would





## 2.5.2 Usability test participant 4 - prototype 2 - quick

NB	Time	Help	Frustration	
1.1				I prefer at the top because it's what I'm used to. But as long as it's there it's OK for me.
2.1				Find it with the status. I like the fact that I don't have to click on it to see the information
3.1				Find directly the information and the 'see more' button
4.1				Can tell it's an implementation of an EU directive
4.2				N/A
4.3				I don't need both link. Link to EUR-Lex will be enough
5.1				I prefer that it opens a new window. Because I can switch to a different document without messing the original document.
6.1				I like this one better





## 2.5.3 Usability test participant 4 - prototype 3 - widget

NB	Time	Help	Frustration	
1.1				Find directly the previous version of the law
2.1				It's very good to get the info in my own language or in English





## 2.6 Usability test participant 5

### ■ Quick stats

- Occupation: Librarian
- Website use: Daily
- Country: Luxembourg

### ■ About

- I work for a law firm as a librarian.  
It is quite essential for my job to find up-to-date laws for Luxembourg and the EU.

### ➤ General appreciation

- It would be nice to highlight as well the part of the directive which is implemented
- It would be very nice to have access to related case-law like in EUR-Lex

### ➤ Podium

1. Prototype 1 - Full version
2. Prototype 3 - Widget
3. Prototype 2 - Quick win





## 2.6.1 Usability test participant 4 - prototype 1 - full

NB	Time	Help	Frustration	
1.1				I see the the table of contents
1.2				It will help me navigate in the document
2.1				I would look at the top to see if it's a consolidated version
2.2				Go directly to 'changes in legislation'. It could be nice to have the period of effectiveness (but it doesn't have to)
3.1				Did not find the information
3.2				I have no clue
4.1				Did not find it right away
4.2				Did not understand the label 'transposition measure'
4.3				Expect to be redirected to EUR-Lex
5.1				Go directly to 'browse related doc'.
5.2				I'm a little bit confused by the label under the date
6.1				It will definitively be helpful particularly with the highlight and related document





## 2.6.2 Usability test participant 4 - prototype 2 - quick

NB	Time	Help	Frustration	
1.1				I don't care
2.1				It doesn't tell me it is obsolete so it should be the latest version
3.1				Find directly the information and the 'see more' button
4.1				Can tell it's an implementation of an EU directive. Because there are links to the EU directive.
4.2				N/A
4.3				It's dangerous to have both because the text might not be the last version.
5.1				I prefer that it opens in the same window
6.1				I like the first one better because it's all linked to each other and you navigate in the same page





## 2.6.3 Usability test participant 4 - prototype 3 - widget

NB	Time	Help	Frustration	
1.1				Find directly the previous version of the law
2.1				I like it because I could easily find the information on other national websites



## 2.7 Usability test participant 5

### ■ Quick stats

- Occupation: Legal research
- Website use: Daily
- Country: Austria

### ■ About

- I'm a legal researcher at the university.  
I'm comparing different settings and approaches to EU law.  
I monitor how EU Law has been implemented

### ➤ General appreciation

- It will be even more helpful to have the reference of which part of the EU directive has been transposed
- Providing just the provision would be even better

### ➤ Podium

1. Prototype 2 - Quick win
2. Prototype 3 - Widget
3. Prototype 1 - Full version







## 2.7.1 Usability test participant 5 - prototype 1 - full

NB	Time	Help	Frustration	
1.1				N/A
1.2				N/A
2.1				Find the information in the 'document information'
2.2				Go directly to 'changes in legislation'
3.1				Did not find the information
3.2				I can find it in EUR-Lex. It's a classification.
4.1				Yes. Go directly to 'link to EU directive'
4.2				Think the label is curious. I would expect to see how the directive has been transposed.
4.3				Expect to be redirected to EUR-Lex
5.1				Go directly to 'browse related doc'.
5.2				I see national measure that implement this directive
6.1				It will be helpful. That will be an improvement.





## 2.7.2 Usability test participant 5 - prototype 2 - quick

NB	Time	Help	Frustration	
1.1				At first glance it's better. But I don't mind having it on the left. What's weird is having the information on the left.
2.1				Yes because it's applicable
3.1				Find directly the information and the 'see more' button
4.1				Can tell it's an implementation of an EU directive.
4.2				N/A
4.3				The link to EUR-Lex should be enough
5.1				I don't mind
6.1				I like the second concept better because I don't have to open the menu





## 2.7.3 Usability test participant 5 - prototype 3 - widget

NB	Time	Help	Frustration	
1.1				Find directly the previous version of the law
2.1				It depends on who your target group is. It would definitively be helpful to have a similar tool from one national website to another.





## 2.8 Usability test participant 6

### ■ Quick stats

- Occupation: Lawyer
- Website use: It depends on the case I'm working on
- Country: Italy

### ■ About

- I'm a tax litigator lawyer in Italy. I sometimes look for measures of implementation, sometimes I just want to compare implementations.

### ➤ General appreciation

- I would like to have access to an English translation of the national law

### ➤ Podium

1. Prototype 1 - Full version
2. Prototype 2 - Quick win
3. Prototype 3 - Widget





## 2.8.1 Usability test participant 6 - prototype 1 - full

NB	Time	Help	Frustration	
1.1				I see the the summary of the law
1.2				I usually read the whole document but it will help me navigate in it
2.1				Go directly to 'changes in legislation'. Yes I'm sure it's the latest version.
2.2				Go directly to 'changes in legislation'.
3.1				Find it directly in 'document information'
3.2				Don't know what it is
4.1				I think so because there is a transposition date
4.2				I think it's the initial piece of the legislation at the EU level
4.3				Expect to be redirected to EUR-Lex
5.1				Go directly to 'browse related doc'
5.2				Those are the rules and provisions related to the main order
6.1				For me it would be more useful to see it for other countries





## 2.8.2 Usability test participant 6 - prototype 2 - quick

NB	Time	Help	Frustration	
1.1				I like this one better because it's more organised
2.1				Yes because there is no subsequent amendment. But it was clearer in the first prototype.
3.1				Find directly the information and the 'see more' button
4.1				Can tell it's an implementation of an EU directive.
4.2				I don't care. But I miss the comparison tool.
4.3				One link will be enough. I don't care if it's the text or the link to EUR-Lex.
5.1				I don't mind
6.1				I like the first one better because the layout is clearer and it gives extra info





## 2.8.3 Usability test participant 6 - prototype 3 - widget

NB	Time	Help	Frustration	
1.1				Find directly the previous version of the law
2.1				I don't like it because it doesn't provide the translation



## 2.9 Usability test participant 7

### ■ Quick stats

- Occupation: Librarian
- Website use: Daily
- Country: Ireland

### ■ About

- I'm collecting information to manage internal database.

I keep an eye on all legal developments in Ireland and the EU. And I summarise the legislation and analyse the impact of developments on various groups. I maintain the know-how system of my department.

### ➤ General appreciation

- I would like to be able to click on Art. 2 and see a history of what happens for this article.
- What would be nice would be to be able to see all the changes that have been applied to each article

### ➤ Podium

1. Prototype 2 - Quick win
2. Prototype 1 - Full version
3. Prototype 3 - Widget







## 2.9.1 Usability test participant 7 - prototype 1 - full

NB	Time	Help	Frustration	
1.1				I see the the table of contents
1.2				It depends whether I know which article I'm looking for.
2.1				Go to 'changes in legislation'. That is helpful.
2.2				I will use our one database
3.1				Don't go to document information. Look in the text to find this information. Don't understand the menu on the left. Think the label 'document information' is too generic.
3.2				I don't need the ELI number for my work. Dates are more important.
4.1				Yes because you have links to EU directive
4.2				I don't understand what 'transposition measure' is. But it will be very helpful to have this information.
4.3				Expect to go to the official version of the EU directive
5.1				Go directly to 'browse related doc'.
5.2				I assumed that is how the directive was transposed into other law
6.1				Yes definitely, the more information the better





## 2.9.2 Usability test participant 7 - prototype 2 - quick

NB	Time	Help	Frustration	
1.1				I like this one better
2.1				Yes because of what you see in changes in legislation
3.1				Go to look at the bottom of the text. And I will need to make some research here.
4.1				It's an implementation of an EU directive, because there is a transposition date.
4.2				I would prefer it to open a new page
4.3				EUR-Lex will be more helpful
5.1				N/A
6.1				I like this one better because all the information is available





## 2.9.3 Usability test participant 7 - prototype 3 - widget

NB	Time	Help	Frustration	
1.1				N/A
2.1				I like the second approach better





## 2.10 Usability test participant 8

### ■ Quick stats

- Occupation: Researcher
- Website use: Daily
- Country: Austria

### ■ About

- I'm working as a researcher in the food industry. I make formulations of new products and I'm in charge of the legal information that appears on the packaging. So I have to know what the limit for the different ingredients are .  
I use different national websites and Eur-Lex.

### ➤ General appreciation

- It could be nice to have headline next to article to find quickly what you're looking for.
- The most important feature will be related document and changes in legislation and the consolidated text.
- It's nice to have the document information visible at first sight.

### ➤ Podium

1. Prototype 3 - Widget
2. Prototype 1 - Full version
3. Prototype 2 - Quick win



## 2.10.1 Usability test participant 8 - prototype 1 - full

NB	Time	Help	Frustration	
1.1				I see the table of contents of the different pieces of the legislation
1.2				It depends if I know which part I'm looking for. But if I'm looking for information in Art. 25 then it would be quite handy, but it will need a headline.
2.1				Go directly to 'document information'. Yes I'm sure it's the last version because the status is applicable
2.2				Go directly to 'changes in legislation'
3.1				Find it directly in 'document information'
3.2				It's the number of the directive
4.1				I think so because you have a European number (ELI)
4.2				I'm not sure
4.3				Expect to be redirected to EU directive in EUR-Lex
5.1				Go directly to 'browse related doc'.
5.2				It looks like of other legislation based on the directive
6.1				Yes it look quiet simple and direct. And it's really user friendly. Most of the time the Austrian transposition is a translation of the EU directive.





## 2.10.2 Usability test participant 8- prototype 2 - quick

nb	time	help	frustration	
1.1	Orange	Orange	Orange	I prefer to have it on the right to keep it visible when I scroll
2.1	Green	Green	Green	Yes because it as the status applicable
3.1	Yellow	Green	Green	First scroll down then find the "see more btn"
4.1	Grey	Grey	Grey	N/A
4.2	Grey	Grey	Grey	N/A
4.3	Green	Green	Green	One link will be enough and I will prefer to have the EUR-Lex link, because then I can have the information in different language and I can download pdf.
5.1	Yellow	Yellow	Yellow	I would prefer to have it in the same interface. It would be ok to be redirected to another website if I'm familiar with the website where I'm redirected.
6.1	Yellow	Yellow	Yellow	I would like to have a combination of those two





## 2.10.3 Usability test participant 8 - prototype 3 -

NB	Time	Help	Frustration	
1.1				Click directly on 'changes in legislation'
2.1				It's nice to be able to minimise it





# Result summary

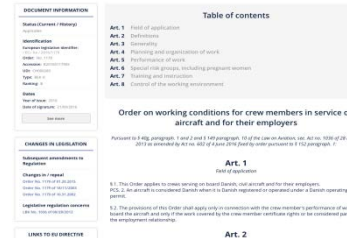
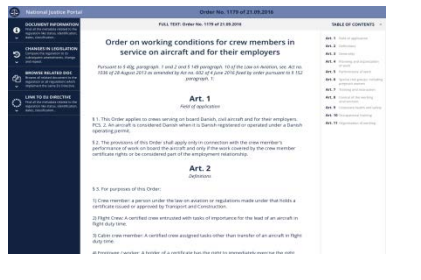




# Result summary

■ There is not an obvious winner that stands out

- 1<sup>st</sup> position with 11 points\*: Prototype 3 - widget
- 2<sup>nd</sup> position with 9 points\*: Prototype 1 - full version
- 3<sup>rd</sup> position with 7 points\*: Prototype 2 - quick win



\* When prototype is in 1<sup>st</sup> place it gets 2 points, in 2<sup>nd</sup> place it gets 1 point and in 3<sup>rd</sup> place 0 points.





# Recommendation



## 4.1 General recommendation

- The widget (prototype 3) could be a good option as:
  - it doesn't interfere with the actual Member State legislative portal;
  - it will be easily implemented by the Member States;
  - it keeps consistency between the different Member State portals and therefore makes it easier for the user to look for the information;
  - it could be developed by the Commission and handed over to Member States which will just add the widget to their existing websites.



## 4.2 Modification to improve the prototype

- In the three prototypes:
  - Make it more visible that it's the latest (applicable) version;
  - Make it more clear that it's a transposition from a EU directive;
  - Provide additional information about ELI;
  - Only keep the link to EUR-Lex in 'links to EU directive'.
- In prototype 1 - Full version:
  - Change label of 'transposed measure';
  - Change the radio button in button in 'changes in legislation' and 'browse related doc';
  - Add a button for subsequent amendments and make it disabled if there are none;
  - Make the document information visible at first sight;
  - Create a tour widget to quickly show the functionalities of the prototype.
- In prototype 2 - Quick win:
  - Make the 'see more button' more visible



## 4.3 Other features request

- Multi-lingual widget
- Law translation at least in English
- History for each article
- Advanced comparison tool:
  - Compare changes for a specific article
  - Compare one article with the related EU directive article
  - Compare a national law article to another country law article
- Have access to practical cases and decisions based on this piece of legislation





# Final wireframes



## 5. Final wireframes

- Prototype 1 - Full version: <https://invis.io/MDAI7KN2N>
- Prototype 2 - Quick wins: <https://invis.io/UPAI7KX3V>
- Prototype 3 - Widget: <https://invis.io/SPAI7L7MF>

