

Discussion

- Can we get a valid measure on irritation?
- Can we improve the reporting solutions, in order to reduce the perceived burden?
- What are the expectations in the enterprises?
- Arguments:
 - It should be an internal goal, to reveal concrete ideas and initiatives to reduce the perceived burdens
 - The ideas must be relevant for the enterprises, and should be implemented in the reporting solutions and in reporting materials
- So: Only measure areas, which we can influence and where we can actually make changes

Possible questions

- Workable active questions:
 - Was the purpose of the survey sufficiently clear?
 - Are the requested data used for internal purposes in then enterprise?
 - Was data available at deadline for reporting?
 - Was various people needed to fill in the survey?
 - Was the instructions useful?
 - Was it difficult to order a digital signature?
 - Was it difficult to get access to the online form?
- Do not ask:
 - Was it irritating to fill in the questionnaire
 - Should it be easier to report

Conclusions

- Perceived burdens are subjective
 - Different person will give different answers
 - The same person will give different answers from time to time
- A “Total” measure *should not* be calculated
 - It is not possible to analyse a value calculated from a set of subjective answers
- Perceived burdens *should* be measured
 - The aim of the measure is to reveal areas that can be improved
 - Thus, the measures should only be carried out within areas that can be improved
 - Improvements must be implemented – otherwise do not ask

How many working hours have been used on reporting to this statistic?				
	Hours		Minutes	
Have you filled out a form for this statistic before?				
	None	1-3 times	More than 3 times	
Online form (excluding this form)				
Paper form (excluding this form)				
Was it difficult to...	Difficult /Time-consuming			
	Very	Some-what	A little	Not at all
Access the online form?				
Understand questions and help texts?				
Gather the necessary information?				
Enter data into the online form?				
Please describe any difficulties you may have had and give any suggestions for improvement				
Thank you for your answers!				

Calculation of satisfaction index

- Answers are given values as follows:
 - “Very much” = 0
 - “Somewhat” = 1
 - “A little” = 2
 - “Not at all” = 3
- Satisfaction index = $100 * (\sum \text{Answer} / 3) / n$
(n = no. of responses)
- Then the satisfaction index is:
 - = 100 if everyone answers “Not at all”
 - = 0 if everyone answers “Very much”
 - = 50 if respondents on average answer between “Somewhat” and “A little”
- Aim: Index for any survey > 80
- If < 50 then the questionnaire is up for redesign